UNIVERGE

NEC

UNIVERGE SV8100

MyCalls Installation Manual

Version 1.6 for MyCalls 3.0.0.0 and Sense 2.6

Document History

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Update for MyCalls 2.1.0.0
Increase PC Specification
Add area code import
Update Call Recording for USB 2 Call Recording Unit.
Include Netlink and Call recording

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Add BRI Call recorder
Add new sense installer
Remove Using MyCalls
Remove Running Reports
Remove User Roles
Remove Area Code Import
Add Reference to End User Guide
Remove Support for Windows 2000

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Update for MyCalls Version Based Licensing

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Update for Sense 2.3.8.971.

Revision 1.5 May 2010
Update for Sense 2.4.1
Add Windows 7 Support
Add MyCalls Patching

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Update for Sense 2.6

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What is MyCalls

MyCalls is a range of call management solutions that are easily expanded and upgraded as a business grows.

MyCalls Basic

A single user entry-level application that helps provide a real-time snapshot of all calls. Free for the first 12 months.

MyCalls Call Manager

A more sophisticated version for businesses providing a full complement of call management information.

MyCalls Desktop

Provides Desktop users with the with instant Customer Relationship Management (CRM) information such as screen-pops, and much more.

MyCalls Enterprise

Enables easy call management and reporting across multiple sites such as main offices and branch offices.

MyCalls Call Centre / Agent Control

An essential application for any contact centre and specialist call centres. Provides supervisors with full control of extensions and Automatic Call Distributor (ACD) groups from their desktop.

MyCalls Call Recorder

Equips MyCalls Call Manager and MyCalls Call Centre with full call recording capability. Calls are recorded securely, encrypted and easily accessed.

Any combination of the products can be used together on a single installation.

There is an end user guide available for MyCalls which is provided on the Technical DVD along with this Manual.

Requirements

The same MyCalls software will always be installed regardless of which MyCalls product you are using. It is the license that determines the features that are available in the application.

Telephone System

MyCalls will run on an SV8100 PBX running version 5 system software or greater and version 5 of the PC programming tool.

MyCalls PC Specification

The MyCalls server is the PC that is responsible for communicating with the PBX and holding the MyCalls database. MyCalls clients can be installed that will retrieve information from the MyCalls server. A dedicated PC is strongly recommended for the MyCalls Server.

Minimum Hardware Specification

Intel Core i3 Processor or above
2GB RAM
Min 20GB of available Hard Disk Space

Operating systems:

Windows XP Pro min SP2 – 32 BIT only
Windows Server 2003 SP2 – 32 BIT only
Windows Vista Business, Ultimate and Enterprise 32 BIT only
Windows 7 Professional, Ultimate and Enterprise 32 and 64 BIT
Windows Server 2008 – 32 and 64 BIT

MyCalls is also supported on Terminal Services and Hyper V running on a Windows 2008 server*

*Call playback is not supported via terminal services / Remote Desktop.

Note that the PC spec for call recording and MyCalls enterprise are different, refer to the appropriate manual for further details.

Please note, the PC Specification for running in MyCalls Call Recorder and MyCalls Enterprise model are different, refer to the appropriate manual for further details.

You will need local administrator rights to the PC to install MyCalls.

SV8100 Programming

MyCalls requires two TCP connections to the SV8100 in order to work, SMDR and P Commands. SMDR is used to provide call information after calls have completed. P Commands are used to display real time information such as extension status and calls in queue information. The output is collected from the Ethernet port on the CCPU or from an IPL port if one is installed, the programming sequence on the SV8100 is the same regardless of which port the data is gathered from. MyCalls Desktop also uses the SV8100's TAPI driver to facilitate call control and screen popping.

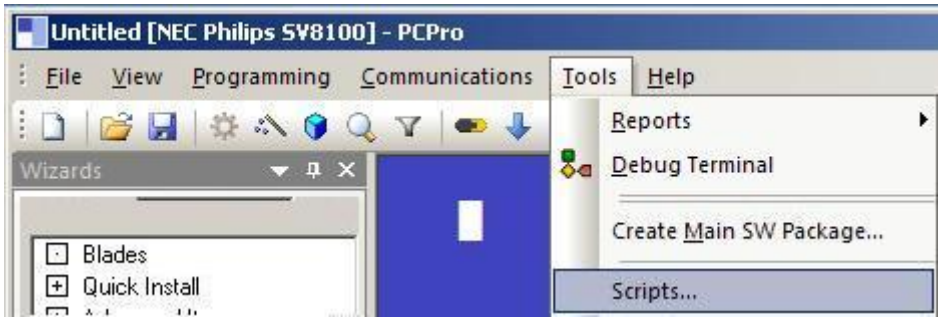
There are two ways in which the SV8100 can be programmed, using a script or setting the commands manually. Using a script will program the PBX in a matter of seconds. Version 5 of PC Pro should be used.

Where Netlink is being used all of the SMDR and P Commands are all output from the Primary system.

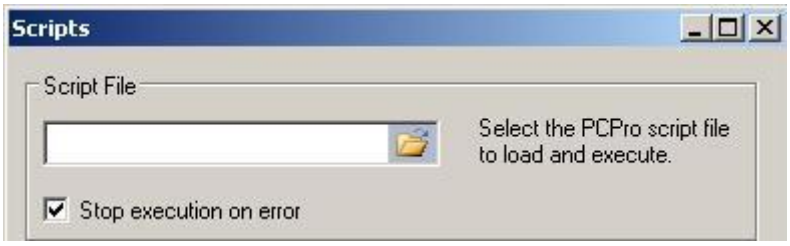
Programming the SV8100 using a Script

The script will enable all programmed extensions and trunks for SMDR output. The SMDR configuration will also be changed for MyCalls preferred output. The TCP Ports for SMDR and P Commands will be set to 4001 and 4000. A full list of commands are shown in the Programming the SV8100 Manually section of this manual.

Connect to PC Pro and download the configuration from the SV8100. Once the configuration has downloaded, select Scripts from the Tools menu.

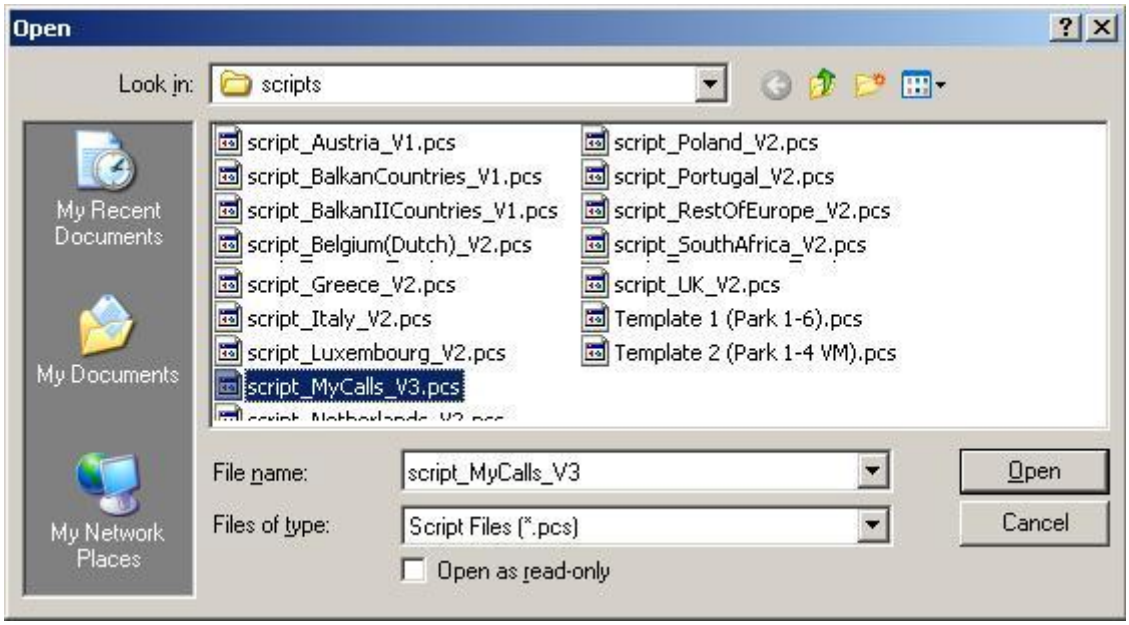


Click the yellow folder in the box next to open the script file



Please note, the MyCalls script will enable a single digit voicemail access code of '6' and disabled on hook transfer for all class of services. These features are for MyCalls Desktop and can be changed if needed.

Browse and locate the MyCallsv3.pcs (Usually located in c:\program files\SV8100 Application Suite\ NEC Philips SV8100 PC Pro\Cygnus\Philips\05_00\scripts folder.)

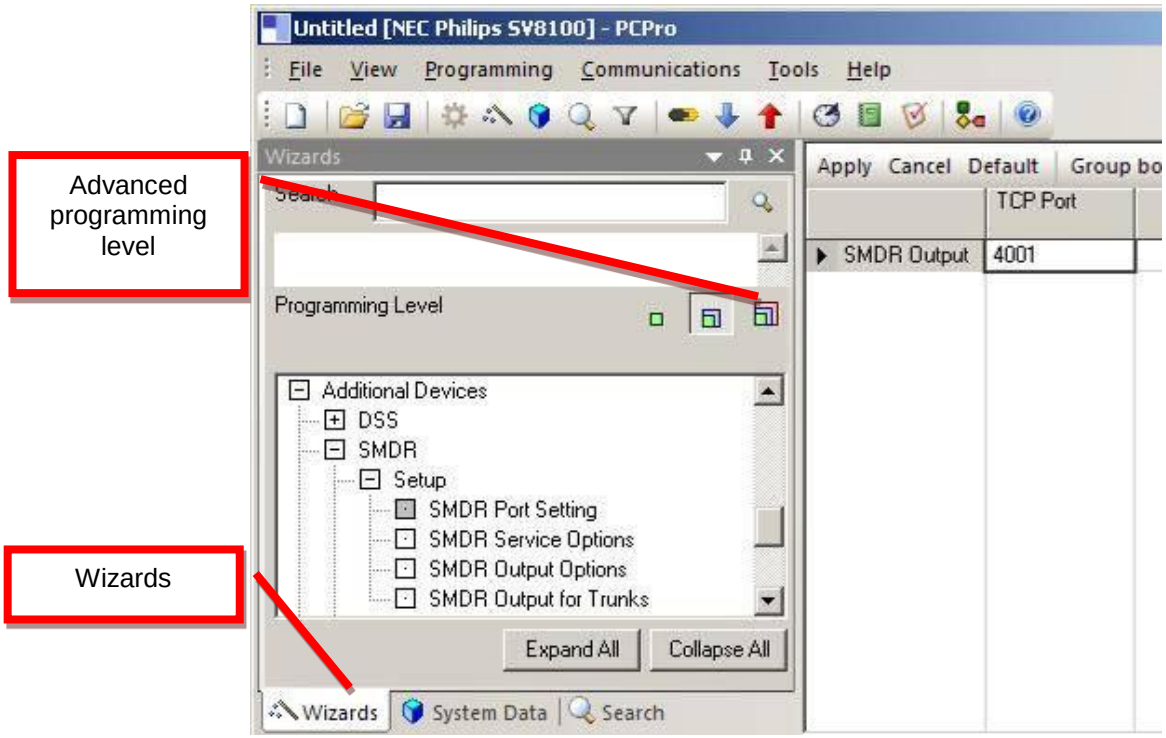


The path to the script file will be entered, uncheck the 'Generate log file' option and click 'Generate.' In a few seconds, the Complete notification will be displayed.

The downloaded configuration of the SV8100 has been modified, you should now upload the changed configuration to the SV8100 and disconnect from PC Pro.

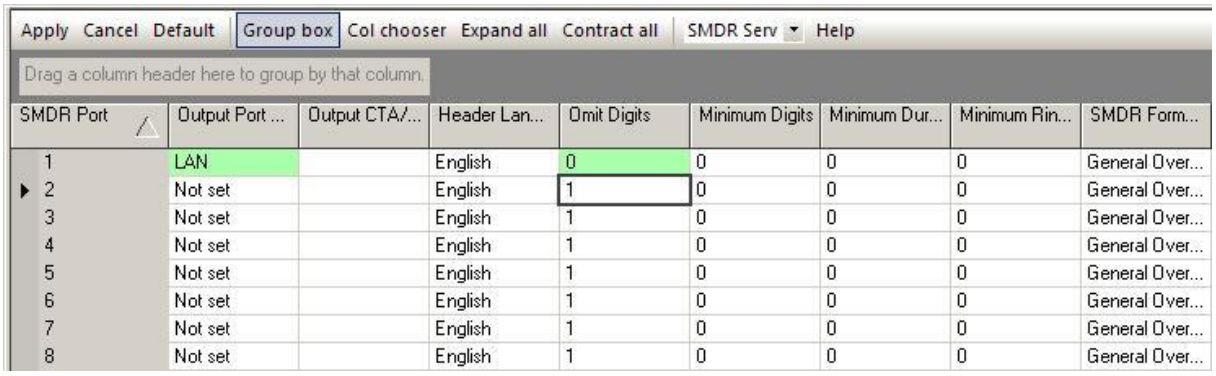
Programming the SV8100 Manually

To program the SV8100 manually, firstly connect to PC Pro and download the configuration from the PBX. Select the 'Advanced' programming level then choose Wizards / Additional Devices / SMDR / Setup / SMDR Port Setting. Enter a unique TCP Port for the SMDR output, usually TCP Port 4001 can be used. After entering the port number, click Apply to save the changes.



In Wizards / Additional Devices / SMDR / Setup, select SMDR Service Options. Configure SMDR Port 1 as follows, click apply to save the changes.

Output Port = LAN
Header Language = English
Omit Digits / Minimum Digits / Minimum Duration / Minimum Ring Duration = 0
SMDR Format = General Overseas

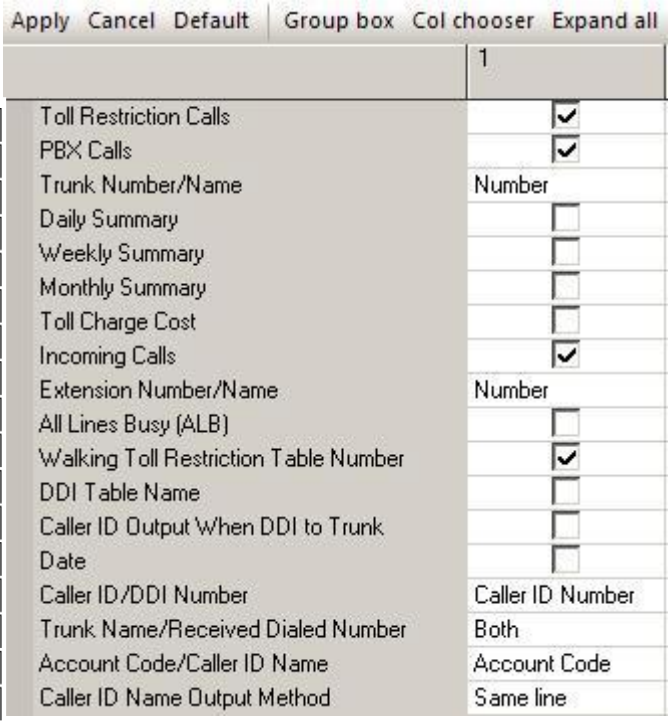

Apply Cancel Default Group box Col chooser Expand all Contract all SMDR Serv Help
Drag a column header here to group by that column.

SMDR Port	Output Port ...	Output CTA/...	Header Lan...	Omit Digits	Minimum Digits	Minimum Dur...	Minimum Rin...	SMDR Form...
1	LAN		English	0	0	0	0	General Over...
2	Not set		English	1	0	0	0	General Over...
3	Not set		English	1	0	0	0	General Over...
4	Not set		English	1	0	0	0	General Over...
5	Not set		English	1	0	0	0	General Over...
6	Not set		English	1	0	0	0	General Over...
7	Not set		English	1	0	0	0	General Over...
8	Not set		English	1	0	0	0	General Over...

Note, as there is only one TCP connection available for SMDR, only SMDR Port one can be used.

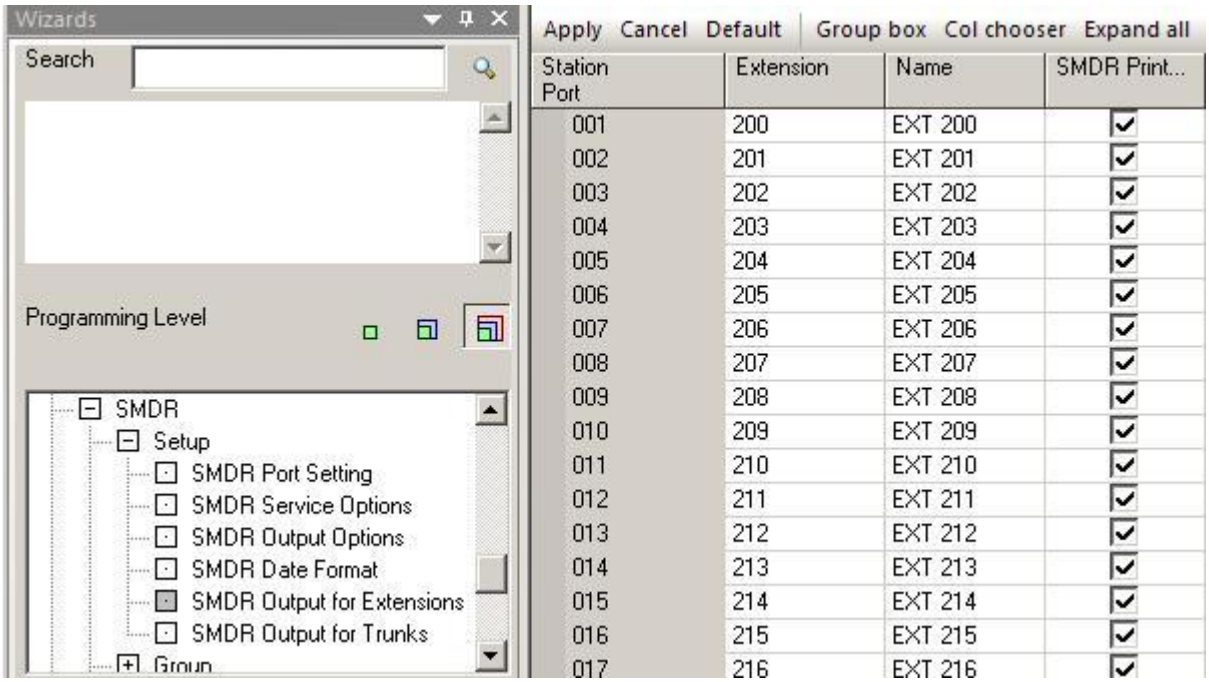
In Wizards / Additional Devices / SMDR / Setup, select SMDR Output Options and configure as shown below, again click Apply to save the changes. Items that are marked with an ✓ are enabled, and unchecked items are disabled.

Toll Restriction Calls = ✓
PBX Calls = ✓
Trunk Number / Name = Number
Daily Summary = unchecked
Weekly Summary=unchecked
Monthly Summary =unehecked
Toll Charge Cost = See Below*
Incoming Call = ✓
Extension Number / Name = Number
All Lines Busy (ALB) = unchecked
Walking Toll Restriction Table Number = ✓
DDI Table Name = unchecked
Caller ID Output DDI to Trunk = unchecked
Date = unchecked
Caller ID / DDI Number = Caller ID Number
Trunk / Received Dialed Number = Both
Account Code / Caller ID Name = Account Code



*If your carrier supports Advice of Charge, then you can enable this option and the cost associated with the SMDR will override any MyCalls costing tables. It's also necessary to setup the appropriate multiplier for the Toll Charge.

In Wizards / Additional Devices / SMDR / Setup, select SMDR Output for Extensions. Enable each extension for SMDR output and click Apply to save the changes.

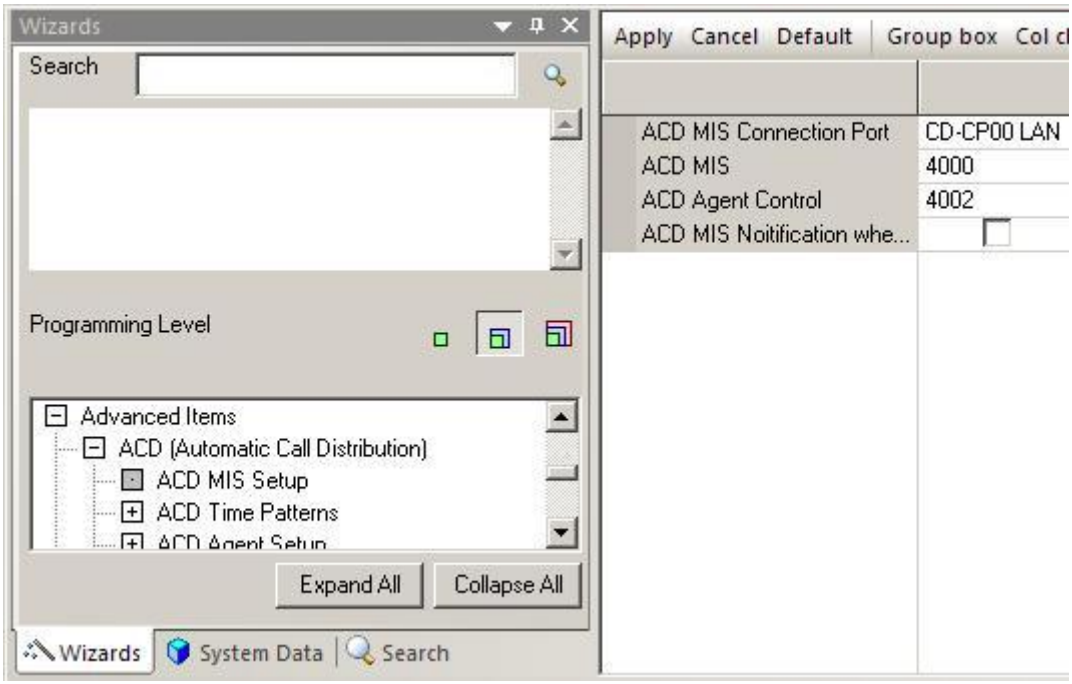


In Wizards / Additional Devices / SMDR / Setup, select SMDR Output for Trunks. Enable each trunk for SMDR output and click Apply to save the changes.

Trunk	Trunk Name	SMDR Print-...
001	Line 001	☑
002	Line 002	☑
003	Line 003	☑
004	Line 004	☑
005	Line 005	☑
006	Line 006	☑
007	Line 007	☑
008	Line 008	☑
009	Line 009	☑

In Wizards / Advanced Items / ACD / ACD MIS Setup, following two items and click Apply.

ACD MIS Connection Port = CD-CP00 LAN
ACD MIS = 4000

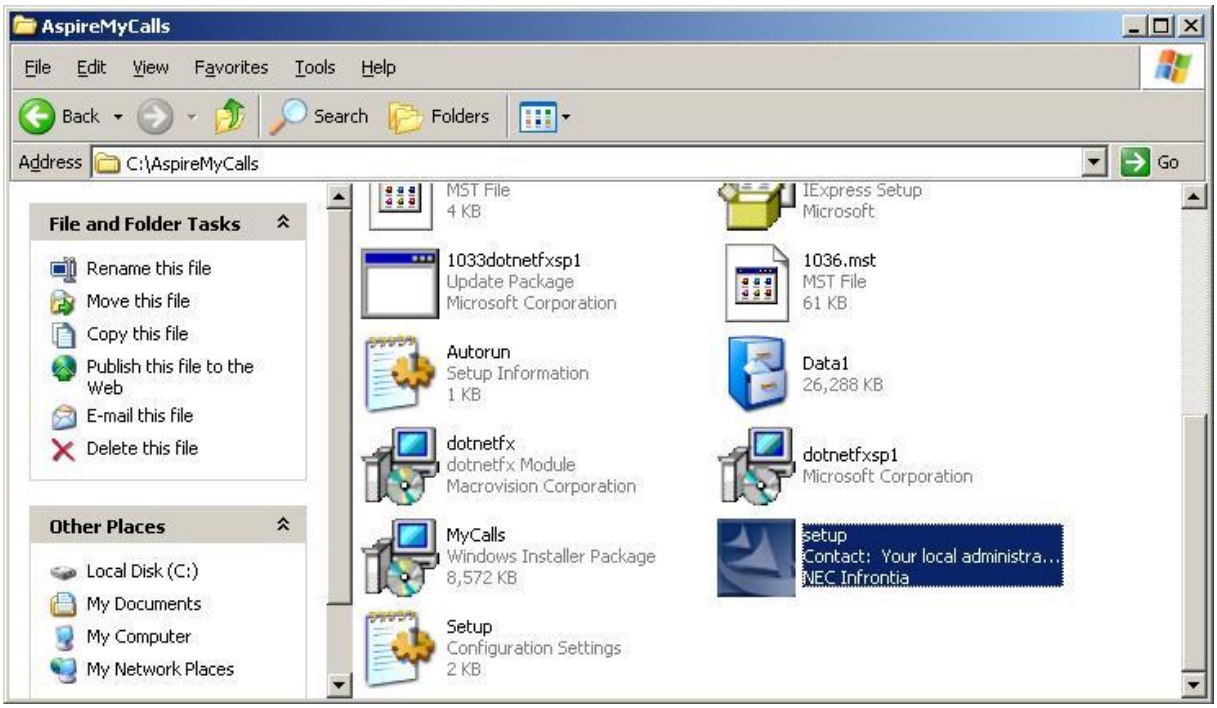


All of the programming changes have now been made. Upload the modified configuration to the SV8100 and disconnect from PC Pro.

Installing the MyCalls Server

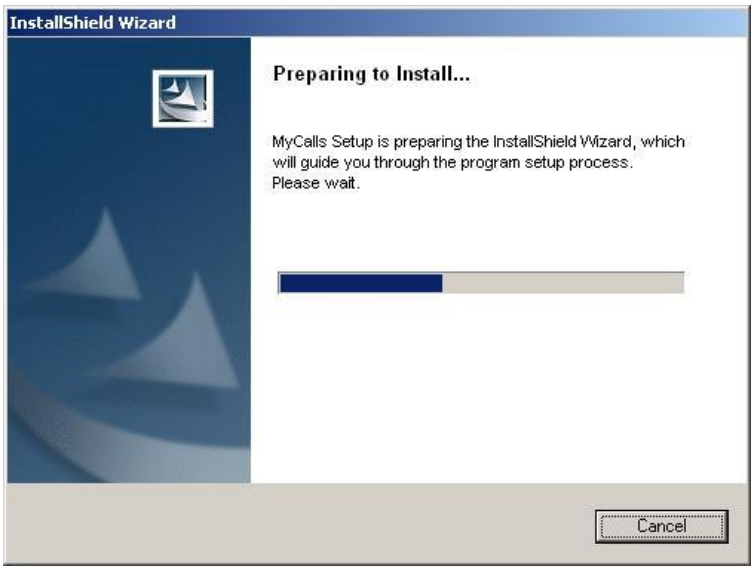
The MyCalls server is the PC that will be responsible for collecting the SMDR and P commands from the PBX and storing it in the MyCalls database. It is possible to install other MyCalls clients that can connect to the MyCalls server to us the MyCalls application.

From the folder that MyCalls was unzipped to, run setup to start the installation wizard.



Note: If you are installing in Windows Vista and have 'User Account Control' enabled you will need to click allow when asked if you want to allow the setup.exe to run.

The installation wizard will begin


InstallShield Wizard
Preparing to Install...
MyCalls Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
Cancel

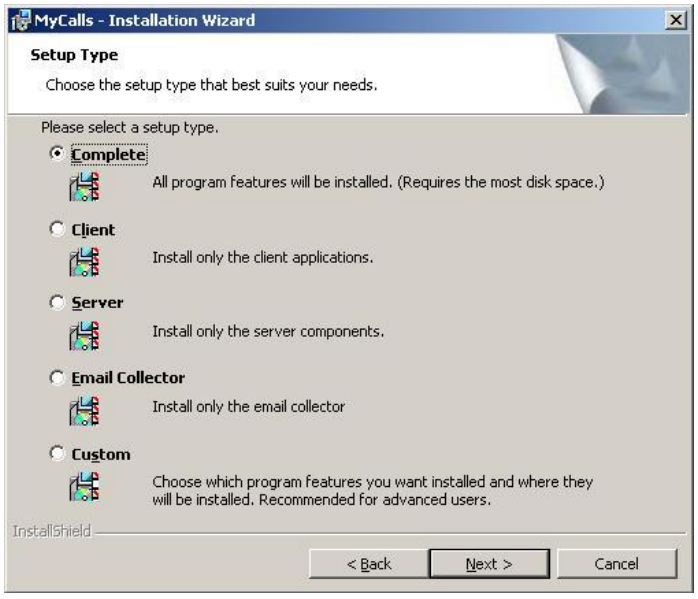
At the Welcome screen click next

MyCalls - Installation Wizard
Welcome to the Installation Wizard for MyCalls
The Installation Wizard will install MyCalls on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

Carefully read the license agreement and click I accept, then next.

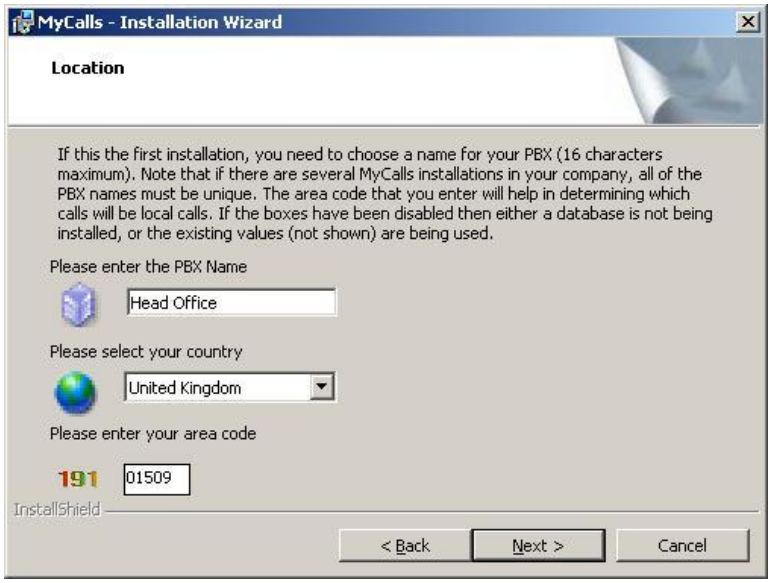
MyCalls - Installation Wizard
License Agreement
Please read the following license agreement carefully.
MyCalls License Agreement
Please carefully read the following license agreement for the license of the product MyCalls software ("Licensed Program") produced by NEC Infrontia Corporation ("The Company"). The Company grants to you the right to use this Licensed Program in accordance with the terms specified in this document. By installing this Licensed Program, you consent to be bound by and become a party of this Agreement.
I accept the terms in the license agreement
I do not accept the terms in the license agreement
Print
InstallShield
< Back
Next >
Cancel

Select Complete and click next.

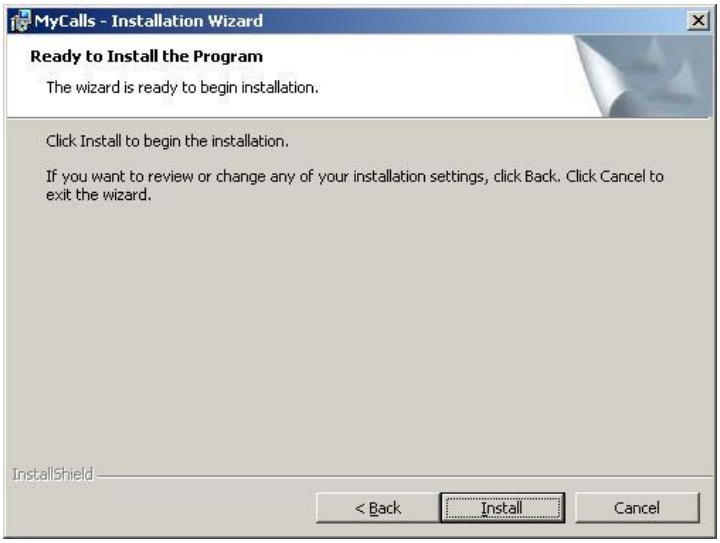

MyCalls - Installation Wizard
Setup Type
Choose the setup type that best suits your needs.
Please select a setup type.
Complete
All program features will be installed. (Requires the most disk space.)
Client
Install only the client applications.
Server
Install only the server components.
Email Collector
Install only the email collector
Custom
Choose which program features you want installed and where they will be installed. Recommended for advanced users.
InstallShield
< Back
Next >
Cancel

Next, enter a name for PBX, select your country and enter your area code.

!Note: The area code is used for determining the local calls in MyCalls. Enter the correct area code.


MyCalls - Installation Wizard
Location
If this the first installation, you need to choose a name for your PBX (16 characters maximum). Note that if there are several MyCalls installations in your company, all of the PBX names must be unique. The area code that you enter will help in determining which calls will be local calls. If the boxes have been disabled then either a database is not being installed, or the existing values (not shown) are being used.
Please enter the PBX Name
Head Office
Please select your country
United Kingdom
Please enter your area code
191
01509
InstallShield
< Back
Next >
Cancel

Finally, click Install to start the installation process.


MyCalls - Installation Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

After the installation process has completed click finish.

Licensing

Before any of the MyCalls products can be used, the correct MyCalls license should be installed. The MyCalls license is stored in the SV8100 and after MyCalls has been installed you have to instruct MyCalls to read the license from the SV8100 inbuilt license server. After the license has been read from the SV8100, it will hold its own copy of the license. Only when the license changes on the SV8100 would you need to reread the license from the SV8100. When the license is working within MyCalls, it is necessary to register the MyCalls software, there is a 15 grace period to register the MyCalls software. The time it takes to read a license from the SV8100 can vary based on the license type. For MyCalls Enterprise licensing refer to the MyCalls Enterprise installation manual. The SV8100 needs to be licensed to use P Command and SMDR, these are included in the MyCalls license that is installed on the SV8100*. When MyCalls reads the license from the SV8100 it verifies that the license in the SV8100 is valid. If MyCalls discovers that any licensing rules have been incorrectly purchased or the license agreement breached then it may choose not to include them in the license or invalidate the license.

With MyCalls 2.5 or greater a version based licensing scheme has been implemented. This means that when you purchase MyCalls, you are entitled to use only the version that was released at the time you purchased the license. If you wish to upgrade MyCalls to another version, then you have to purchase a MyCalls license that will allow you to upgrade to a different version.

In order to upgrade to MyCalls 2.5 from an older version of MyCalls the version you are upgrading from must have MyCalls annual updates in place.

Note: MyCalls will not be able to read a license while the 60 day trial is running on the SV8100. Before reading the license from the SV8100, you should check that PRG 90-55-01 is set to 0. A license will also need to be installed on the SV8100.

When the MyCalls license is registered it is bound to the CPU and MyCalls checks on startup that it is connected to the correct CPU. If a CPU is replaced then MyCalls will not start until the MyCalls licenses exist on the new CPU. When the licenses exist on the new CPU, the license should be re-read and re-registered using the license manager.

* MyCalls Desktop requires the 3rd Party CTI license to be installed on the SV8100.

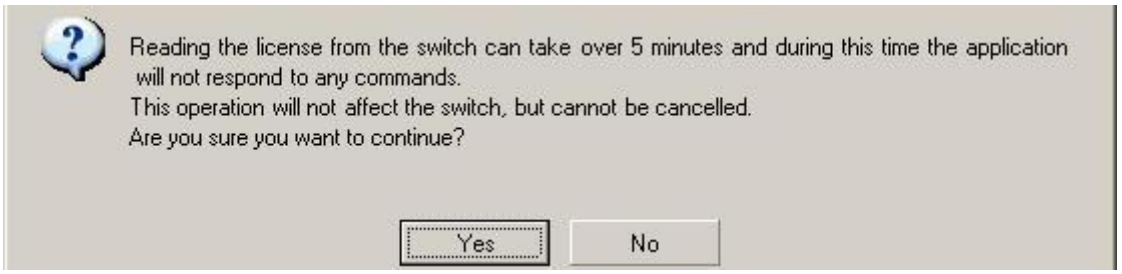
Reading the license from the SV8100

From the Start / Programs / NEC Infrontia / MyCalls menu, start the License Manager application. Select SV8100 / Read License from Switch.

Enter the IP Address of the PBX and click read license. The TCP Port can be changed if required, you would only change the TCP Port if PRG command 10-47 had been changed.

SV8100 License Installation
To license the application, firstly the license must be read from the switch. Enter the switch IP address and modify the port if necessary. Click the read license button. The license will then be displayed. This license needs to be registered using the Generate Registration Request option off the SV8100 menu, then the validated return license needs to be installed.
Switch IP Address
Port
6080
Read License

You will be warned that the operation may take some time, click yes to continue.


Reading the license from the switch can take over 5 minutes and during this time the application will not respond to any commands.
This operation will not affect the switch, but cannot be cancelled.
Are you sure you want to continue?
Yes
No

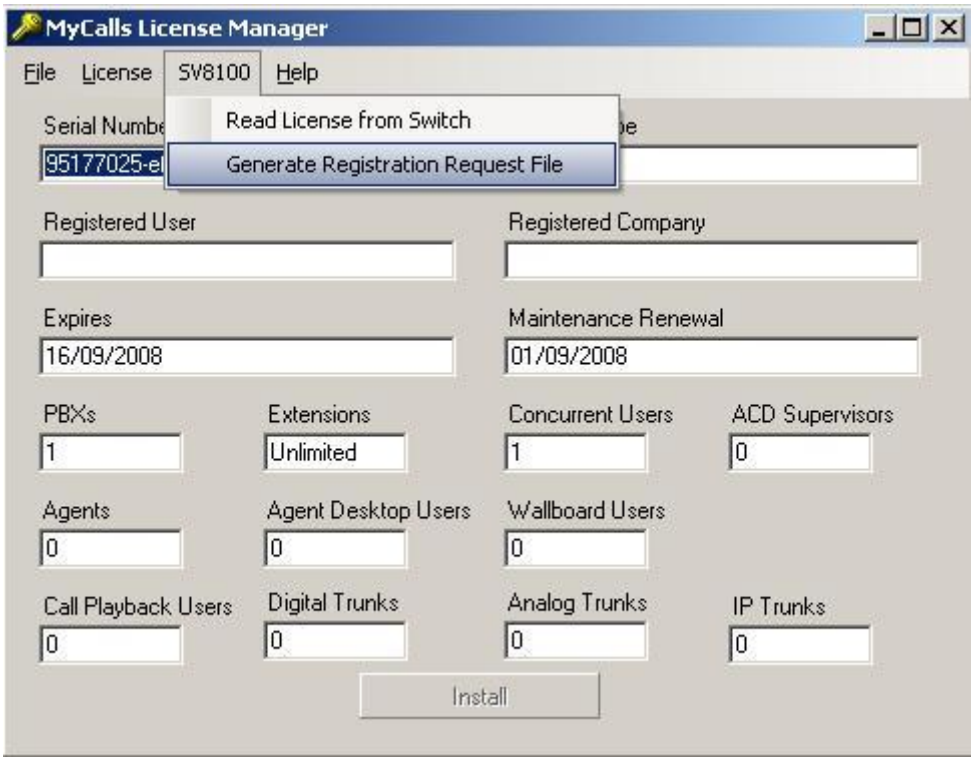
After the licence has been read from the PBX, you will be asked if you want to install it, click yes and the license will be installed on the PC.

The license will now work for a period of 15 days, during this 15 day period, the MyCalls software has to be registered. If the MyCalls software is not registered during this period then it will expire.

MyCalls License Manager
The License has been successfully installed and will be locked to this computer.
This license needs to be registered using the Generate Registration Request option off the SV8100 menu.
OK

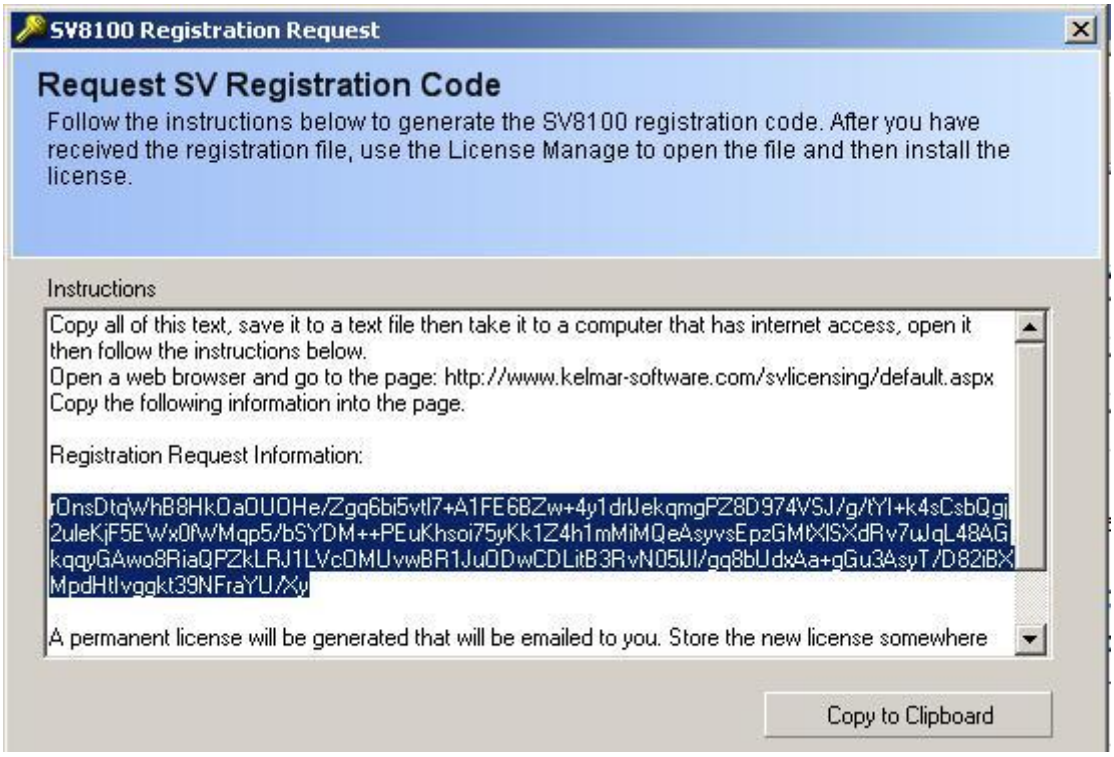
Registration

After the license has been read from the SV8100, you should select 'Generate Registration Request File' from the SV8100 menu.

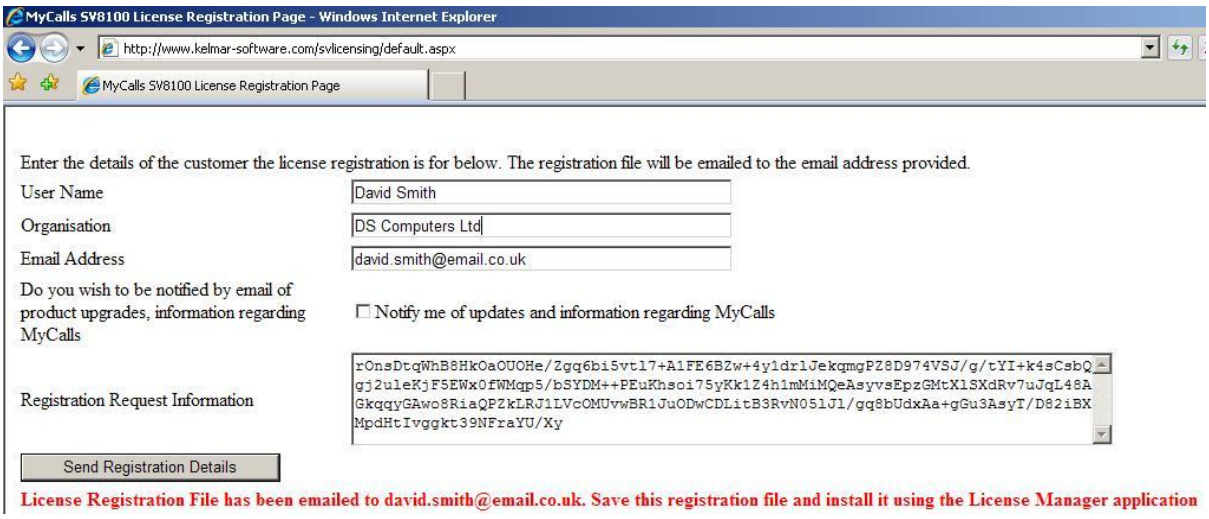


A Window will open containing the registration information and instructions, if the PC that MyCalls is running on has internet access, then open the following web page. If the PC does not have internet access then save the text from within the windows into a text file and take it to a PC that has Internet Access.

http://www.kelmar-software.com/svlicensing/default.aspx

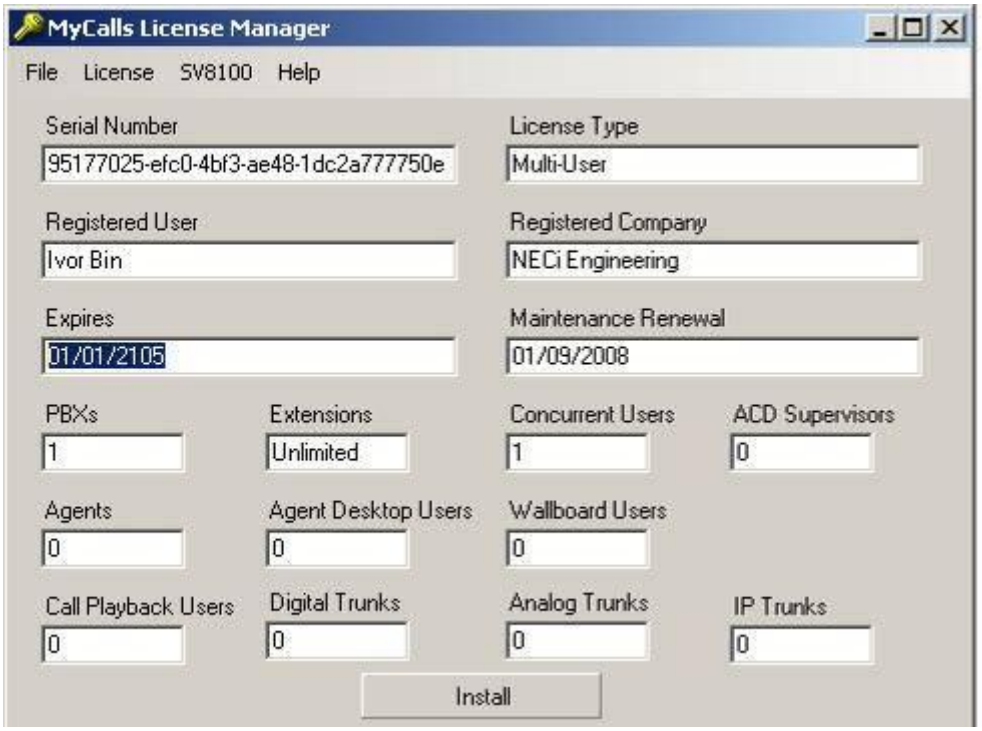

SV8100 Registration Request
Request SV Registration Code
Follow the instructions below to generate the SV8100 registration code. After you have received the registration file, use the License Manage to open the file and then install the license.
Instructions
Copy all of this text, save it to a text file then take it to a computer that has internet access, open it then follow the instructions below.
Open a web browser and go to the page: http://www.kelmar-software.com/svlicensing/default.aspx
Copy the following information into the page.
Registration Request Information:
rOnsDtqWhB8HkOaOUOHe/Zgq6bi5vtl7+A1FE6BZw+4y1drlJekqmgPZ8D974VSJ/g/tYI+k4sCsbQgj
2uleKjF5EWx0fWMqp5/bSYDM++PEuKhsoi75yKk1Z4h1mMiMQeAsyvsEpzGMtXlSXdRv7uJqL48AG
kqqyGAwo8RiaQPZkLRJ1LVcOMUvwBR1JuODwCDLitB3RvN05lJl/gq8bUdxAa+gGu3AsyT/D82iBX
MpdHtIvggkt39NFraYU/Xy
A permanent license will be generated that will be emailed to you. Store the new license somewhere
Copy to Clipboard

Enter the details into the website, the user name / organisation should be details of the customer. The email address is the mail address that the registered license should be sent to. You can also elect to receive MyCalls email notifications, check the box to enable notifications. Now copy and paste the registration information into the 'Registration Request Information' box. Take care when copying the information into the box to make sure that only the registration information (show in the above screenshot, highlighted in blue.) Do copy any other information or it may result in an invalid license being issued. Finally click the 'Send Registration Details' button to submit the registration request.

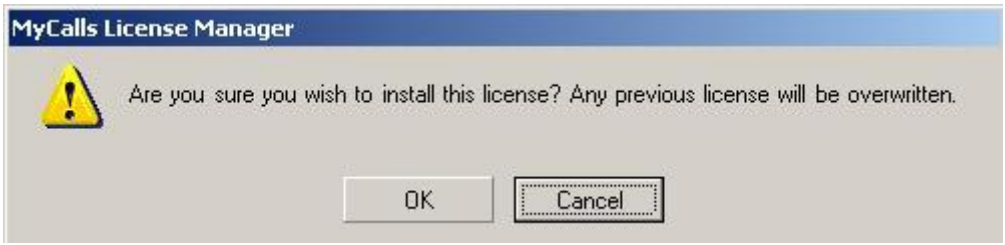

MyCalls SV8100 License Registration Page - Windows Internet Explorer
http://www.kelmar-software.com/svlicensing/default.aspx
MyCalls SV8100 License Registration Page
Enter the details of the customer the license registration is for below. The registration file will be emailed to the email address provided.
User Name
David Smith
Organisation
DS Computers Ltd
Email Address
david.smith@email.co.uk
Do you wish to be notified by email of product upgrades, information regarding MyCalls
Notify me of updates and information regarding MyCalls
Registration Request Information
rOnsDtqWhB8HkOaOUOHe/Zgq6bi5vtl7+A1FE6BZw+4y1drlJekqmgPZ8D974VSJ/g/tYI+k4sCsbQ
gj2uleKjF5EWx0fWMqp5/bSYDM++PEuKhsoi75yKk1Z4h1mMiMQeAsyvsEpzGMtXlSXdRv7uJqL48A
GkqqyGAwo8RiaQPZkLRJ1LVcOMUvwBR1JuODwCDLitB3RvN05lJl/gq8bUdxAa+gGu3AsyT/D82iBX
MpdHtIvggkt39NFraYU/Xy
Send Registration Details
License Registration File has been emailed to david.smith@email.co.uk. Save this registration file and install it using the License Manager application

Once the registration has been submitted, it is automatically processed by a web server and a registered license file is sent to the email address that was provided. The email will come from SV8100MyCallsRegistration@kelmar-software.com and will have a license file attached. Save the license file onto the MyCalls server and open the license manager *see note1. From the file menu, select open and open the .lrf that was in the email. Verify that the information is valid and correct then click Install to install the license. The main difference between the license pulled from the SV8100 and the registered license it the expiry date. The license pulled from the switch will have an expiry date of 15 days from when it is read from the SV8100. The expiry date of the registered license will increase by at least 1 year or to the date 01/01/2105.

*Note 1. If the file is downloaded using webmail, then there is a possibility is can become corrupted. If when you attempt to open the lrf file in the license manager is says it can't open the file, then you should re-register the license and download the attachment using another method other than webmail.



Click OK to complete the installation of the license.


MyCalls License Manager
Are you sure you wish to install this license? Any previous license will be overwritten.
OK
Cancel

Once the license has been successfully installed you will a receive confirmation.

Upgrading a MyCalls License

When a license has to be upgraded, then first of all you should install the new license on the SV8100. After the license has been installed on the SV8100, then you will need to re-read the license from the SV8100 and carry out the registration process again.

MyCalls Call Recorder Licensing

MyCalls Call recorder licensing works in the same method as other MyCalls features. Call recording does not work with the 1 year version of MyCalls, at least MyCalls Call Manager / Call Centre / Enterprise is required. As part of the call recording package, a license containing call recording for the relevant number trunks should be downloaded from the LMS and installed on the SV8100.

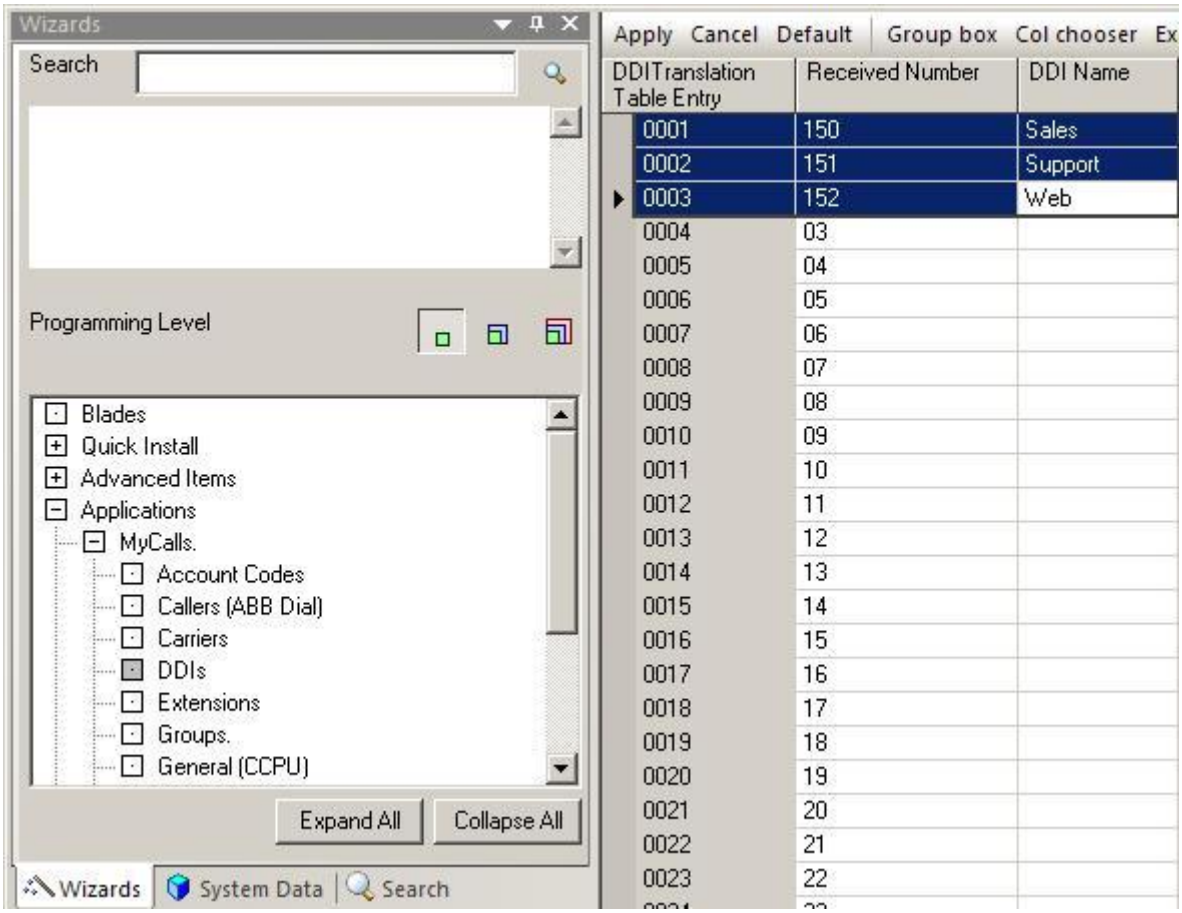
If you are adding a call recorder to an existing installation then you should treat the installation as an upgrade and carry out the read license / registration procedure after installing it.

Configuration Import

Before carrying out the configuration import, make sure that the MyCalls license has been installed from the SV8100 else the correct SMDR / Event templates may not be configured in MyCalls.

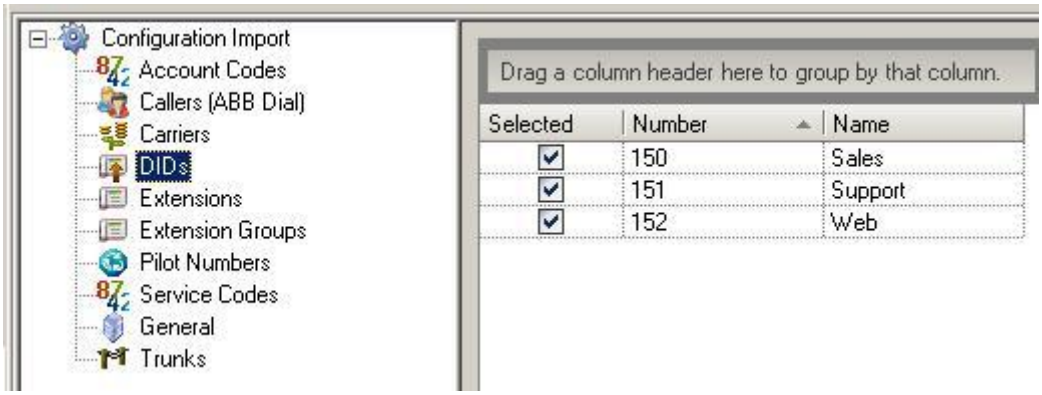
The configuration import tool is used to take data and settings from the SV8100 and import it into MyCalls. Information such as extensions, DDI's and trunks can quickly be imported into MyCalls reducing the installation time of MyCalls.

From the Start / Programs / NEC Infrontia / MyCalls menu, run the Configuration Import Tool. Now load PC Pro and take a download of the SV8100 configuration. In Wizards, select Applications / MyCalls and choose a device type i.e. DDI's. Highlight the DDI's that you wish to import into MyCalls, then right click on the highlighted area and click Copy Selection. Alternatively, you could highlight the area and press Ctrl + C. Make sure you copy all of the columns that are available for the data that you are importing. For example there are 3 columns to select for DDI's.



In the Config Import Tool, right click you will be presented with a list of which items you are pasting into the Config Import Tool. Choose which information you are pasting in by clicking on it.

Once the data has been pasted in, it will be displayed in the Config Import Tool. You may select / deselect which items that will be imported.

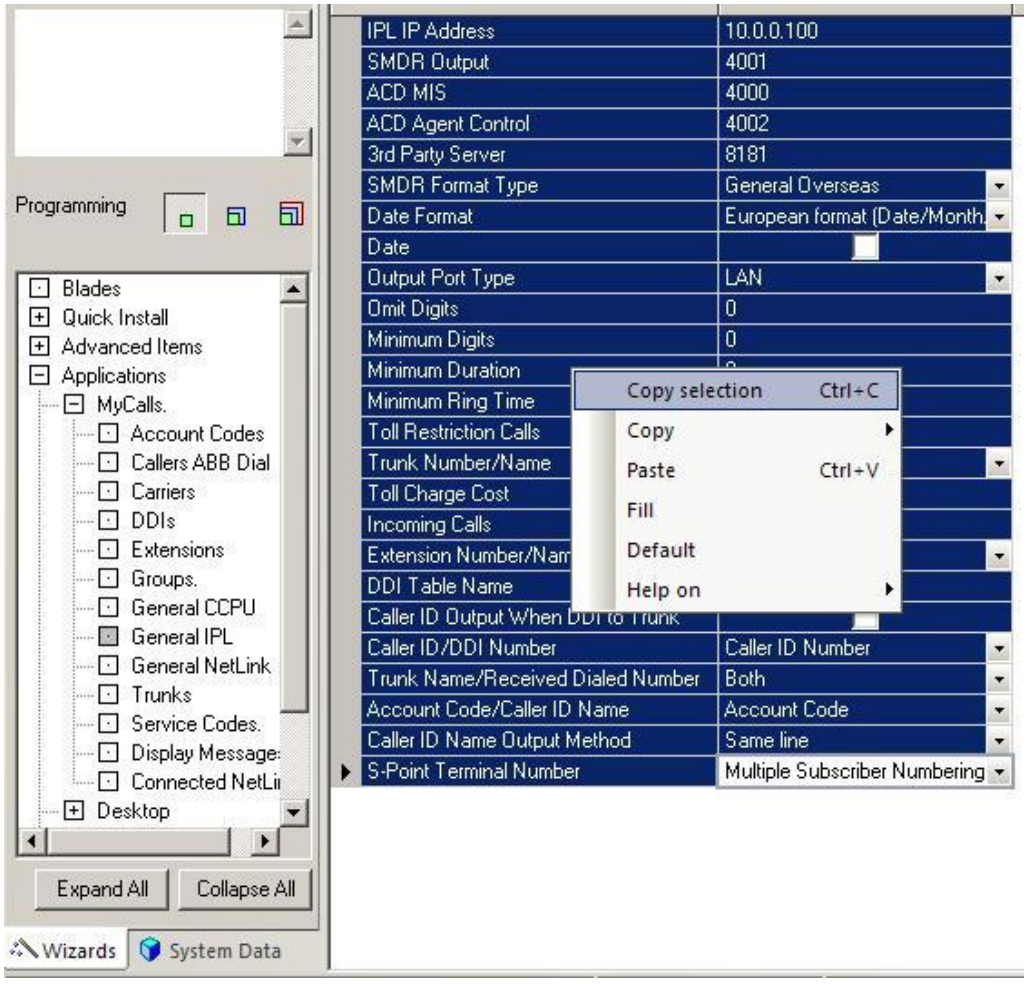


The procedure can be repeated for each of the different devices that are being used in the PBX a summary of the Config import items are show it the following table:

Account Codes	If account codes are enabled, the account code numbers are listed here
Callers	The names and numbers entered as abb dials. If MyCalls Desktop is used , then callers are imported and make a directory that can used to dial from.
Carriers	Any LCR carriers that have been configured
DID's	The DDI numbers and names that have been setup
Extensions	The extension numbers and names
Extension Groups	A list of department group names and numbers
Trunks	A list of trunk names, numbers and trunk type
Service Codes	Configures service codes used by MyCalls Desktop.
Display Messages	For future development
Connected Netlinks	For future development

The general page needs to be imported to tell MyCalls the IP Address of the PBX and the TCP ports used. The general page will also verify that the SMDR is configured correctly on the SV8100. There are 3 different pages from where the general page can be taken from depending on the SV8100 configuration. The rules on which general page you should use can be determined as follows:

- If you are going to collect the P commands and SMDR from the Ethernet port of the CCPU then use the General (CCPU) page. This page is normally used where the VOIP is not being used on the PBX.
- If you are using the IPL for the SMDR and P command Output then you should use the General (IPL) Page.
- If you are using Netlink then you should always use the General (Netlink.) This means that the SMDR and P Commands will be collected from the IPL card.

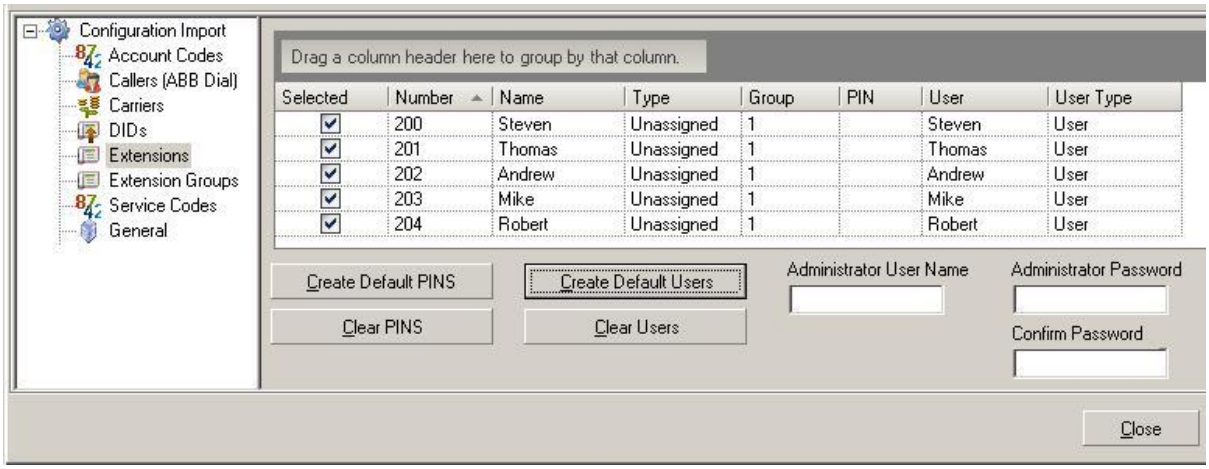


When you have selected the correct general page, select the entire contents of the page and press Ctrl + C or right click and select Copy Selection. Now switch to the Configuration Import Tool, right click and choose to Paste General Information.

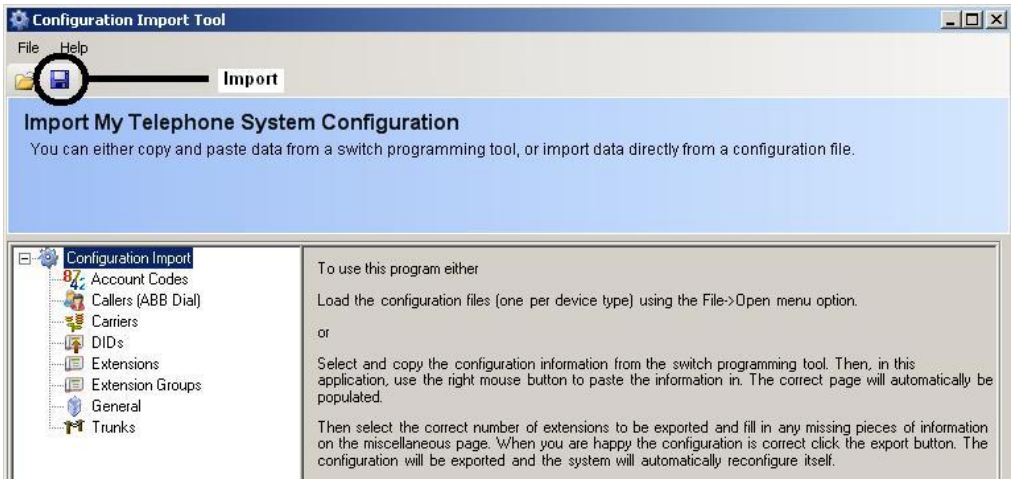
When the extension page is copied over, there is an option to create default users. When you click Create Default Users, the contents of the Name column is copied across to the User column. You can also change the name if required by typing over the existing names in the user column. The user type is a drop down menu that allows you to specify the type of user. If users are created during the config import then an administrator user name and password should be entered. When the config import has successfully completed, the users will be created in MyCalls and automatically assigned to extensions. This is particularly useful if there are a lot of users to create and assign to extensions.

If MyCalls Call Centre is being used, you can also use the Create Default PINS options. The same principle applied but the extension number of copied to the PIN column and when the config import takes place, the extensions are created and then users are assigned to extensions and PIN numbers.

Note: The config import tool will always overwrite any configuration in the SV8100 so creating users by using the config import tool will overwrite any existing users configured in MyCalls.



Once you have the items you require in the Configuration Import Tool click the import icon.


Configuration Import Tool
File
Help
Import
Import My Telephone System Configuration
You can either copy and paste data from a switch programming tool, or import data directly from a configuration file.
Configuration Import
Account Codes
Callers (ABB Dial)
Carriers
DIDs
Extensions
Extension Groups
General
Trunks
To use this program either
Load the configuration files (one per device type) using the File->Open menu option.
or
Select and copy the configuration information from the switch programming tool. Then, in this application, use the right mouse button to paste the information in. The correct page will automatically be populated.
Then select the correct number of extensions to be exported and fill in any missing pieces of information on the miscellaneous page. When you are happy the configuration is correct click the export button. The configuration will be exported and the system will automatically reconfigure itself.

When you click import, the import tool will firstly check to see if you have entered information into each of the areas. If you have not entered anything for example trunks you will get a warning message telling you about it. Click yes if you are happy to continue.

The import also checks the information taken across from the General page. If for example you have not configured some of the items correctly in the SMDR setup you will be prompted. In this case be sure to correct the items and upload them to the SV8100. Once they are uploaded, you will need to copy and paste the information in the General page over again.

Configuration Error
The following configuration issues have been detected.
The trunk number must be output. Program 35-02-03.
Incoming calls must be displayed. Program 35-02-08.
These issues must be corrected before you can continue.
OK

When the import is successful you receive the following message.

The system in now fully configured and operational based on the information imported by SV8100 PC Pro. You will be able to login to MyCalls and start using it.

For further information on using MyCalls, refer to the MyCalls end user guide.

Upgrading MyCalls 2.5 and Above

If an installation of MyCalls has annual software updates in place then they are entitled to upgrade MyCalls from the current version to any version of MyCalls. If the site is running MyCalls 2.5 or above then they will need to have sufficient MyCalls Upgrade licenses before they can upgrade the MyCalls software.

Important: Before upgrading take note of which version is currently installed and which version you wish to upgrade to. As a precaution, take a backup of the configuration and call records database before upgrading!

If a site running MyCalls 2.5 wishes to upgrade to version 3. An appropriate version upgrade license should be purchased allowing the upgrade to take place.

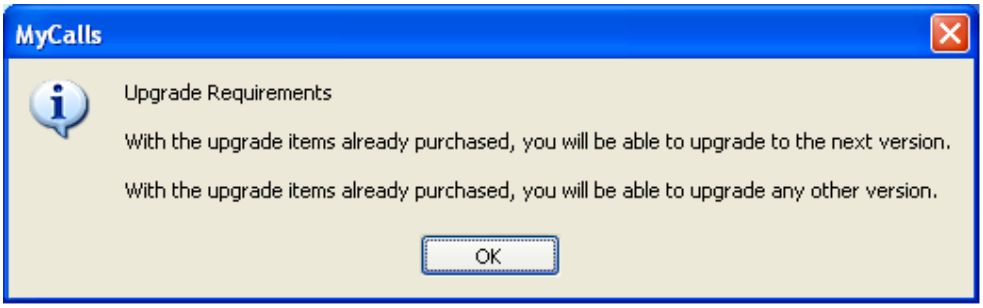
Upgrades are available in two main types, singles version upgrade and any version upgrade. A single version upgrade will allow you to upgrade from version 2.5 to 3. A Multi version upgrade will allow you to upgrade from version 2.5 to any other released version. All version release numbers will be staged in .5 increments. A Single version upgrade will allow you to upgrade from 2.5 to 3 or from 3.5 to 4 and so on. To upgrade from 2.5 to 3.5 or above, you will need to purchase an any version upgrade license.

There are 6 different upgrade licenses that can be purchased and are summarised below:

License Name	Part	Description
Single Version Upgrades		
MyCalls Single Version Upgrade per PBX	EU000117	Required for each PBX in the MyCalls license. More than one license is required for enterprise sites only. The number of PBX's can be checked in the help / about section of MyCalls.
MyCalls Single Version Upgrade Desktop per User	EU000120	Required for each Call Control User in the MyCalls License. The number of call control users can be displayed in the help / about section of MyCalls.
MyCalls Single Version Upgrade Agents per Agent	EU000122	Required for each Concurrent User Logins (Agents) in the MyCalls License. The number of concurrent users can be displayed in the help / about section of MyCalls.
Any Version Upgrades		
MyCalls Any Version Upgrade per PBX	EU000118	Required for each PBX in the MyCalls license. More than one license is required for enterprise sites only. The number of PBX's can be checked in the help / about section of MyCalls.
MyCalls Any Version Upgrade Desktop per User	EU000121	Required for each Call Control User in the MyCalls License. The number of call control users can be displayed in the help / about section of MyCalls.
MyCalls Any Version Upgrade per Agent	EU000123	Required for each Concurrent User Logins (Agents) in the MyCalls License. The number of concurrent users can be displayed in the help / about section of MyCalls.

Before the upgrade can take place, the licenses should be installed on the SV8100, read in using the MyCalls license manager and registered on the Kelmar website. To verify that the upgrade can take place, click the Help / Upgrade requirements option in the MyCalls application.

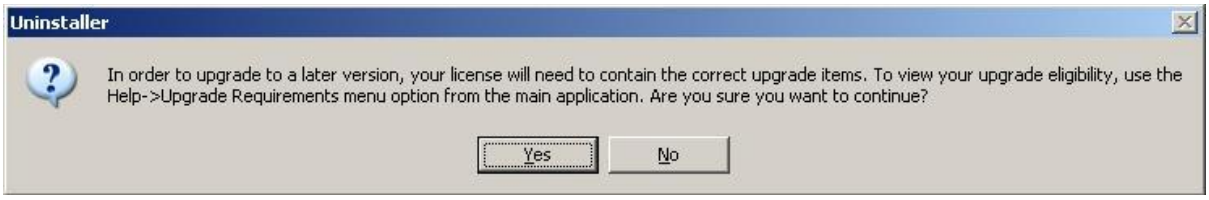
If the requirement for upgrading is satisfied then in the Help / Upgrade requirements menu will return to following message. The window will tell you if you can upgrade a single version or more than one version.


MyCalls
Upgrade Requirements
With the upgrade items already purchased, you will be able to upgrade to the next version.
With the upgrade items already purchased, you will be able to upgrade any other version.
OK

Should there be any items missing from the licenses then the following screen will be displayed showing you what license items are installed so you can work out what is required in order for the upgrade to be allowed.

MyCalls
Upgrade Requirements
To upgrade to the next version, you need to purchase the following:
1 Single version PBX upgrade(s). You currently have 0
5 Single version Desktop upgrade(s). You currently have 0
To upgrade to any other version, you need to purchase the following:
1 Multiple version PBX upgrade(s). You currently have 0
5 Multiple version Desktop upgrade(s). You currently have 0
OK

When the upgrade can take place, un-install the current version of MyCalls in Add and Remove programs. You will be reminded about having sufficient licenses to allow the upgrade to go ahead. Click yes to un-install. Once un-installed, install the new version and MyCalls will be upgraded. If any MyCalls clients have been installed that are not network clients, they will need upgrading too.


Uninstaller
In order to upgrade to a later version, your license will need to contain the correct upgrade items. To view your upgrade eligibility, use the Help->Upgrade Requirements menu option from the main application. Are you sure you want to continue?
Yes
No

If the upgrade requirements have not been met and MyCalls is un-installed, you will not be able to install a new version, it will halt during the install. To apply the upgrade licenses, the original version of MyCalls will have to be re-installed to allow the licenses to be installed.

MyCalls Desktop

MyCalls Desktop requires some extra configuration in MyCalls. As MyCalls Desktop is a CTI based application a BE107577, 3rd Party CTI license will need to be installed on the SV8100, along with the MyCalls license. Once the license has been installed, then the 3rd Party Telephony Service Provider (TSP) should be installed onto the MyCalls Server. The 3rd Party TSP software is provided on the Technical DVD along with the manual to assist installing it. It would be recommended that the TSP should be installed on the MyCalls server PC. It is possible to install the TSP on to different PC to the MyCalls server, instructions are provided later on in the manual.

MyCalls Desktop can be used in two different ways, either the full MyCalls application can be used or the MyCalls Desktop application can be used. The main difference between the two is that if you use the MyCalls application you can have access to Real Time Screens, Reports and all of the other MyCalls features along with the call control and screen pop functionality. MyCalls Desktop only has access to the call control and screen pop functionality. The number of users that can logon to each of the application types are controlled via the license. Call Playback is only available in the MyCalls application, not in the desktop application.

Any configuration changes have to be made through the MyCalls application. When the MyCalls client is installed both of the applications are available on the PC.

MyCalls Application

MyCalls Desktop Application

MyCalls Desktop has the ability to perform Screen popping and is available to two levels, standard and advanced. The standard databases are included when you buy MyCalls Desktop and if you require access to the advanced databases, you purchase the Screen pop advanced license. Details on which databases can be screen popped are below.

Database Type	Versions	Standard	Advanced
Outlook	XP, 2003, 2007 2010	✓	
Act !	2005 – 2011	✓	
Goldmine	6.7 – 8	✓	
Maximiser	9.5 – 10.5	✓	
Microsoft CRM	4.0		✓
Sales Force			✓
Sage Line 50	2006-2011		✓
Custom VB Script and JScript integrations			✓

SV8100 MyCalls Desktop Programming

Some of the features that are available in MyCalls Desktop have to be enabled on the SV8100 before they will work in MyCalls. The MyCalls features along with the related programming commands are listed in the table below.

MyCalls Desktop Feature	Programming Commands	Comment
Call Forward	Wizards / COS / Call Forward	There are several call forward class of service items that can be enabled / disabled for call forwards.
Call Forward (External)	Wizards / COS / Call Forward Off-premise	Turns on call forward External.
	Wizards / Trunks / Trunk to Trunk Routing / Trunk to Trunk Transfer	Turns on trunk to trunk transfer.
	Wizards / Trunks / Trunk to Trunk Routing / Outgoing Route Setup	Assign a trunk group used for trunk to trunk transfer.
Barge In	Wizards / COS / Barge in Initiating	Turn on to allow an extension to Barge in to another
	Wizards / COS / Barge in Receiving	Turn on to allow an extension to be barged into.
Broker	Wizards / COS / Automatic On-Hook Transfer	If the broker feature is being used and On-Hook transfer is enabled, the desktop user clears down the call, the two callers are transferred together. If the broker feature is being used then this should be disabled.
Paging	Wizards / Extensions / Extension Internal Paging Group	Extensions should be assigned to paging groups before MyCalls will be able to page
Transfer to voicemail	Wizards / System Numbering Plan / Service Codes / Single Digit Code / Voicemail Access	This is the code used by MyCalls to transfer call to voicemail.

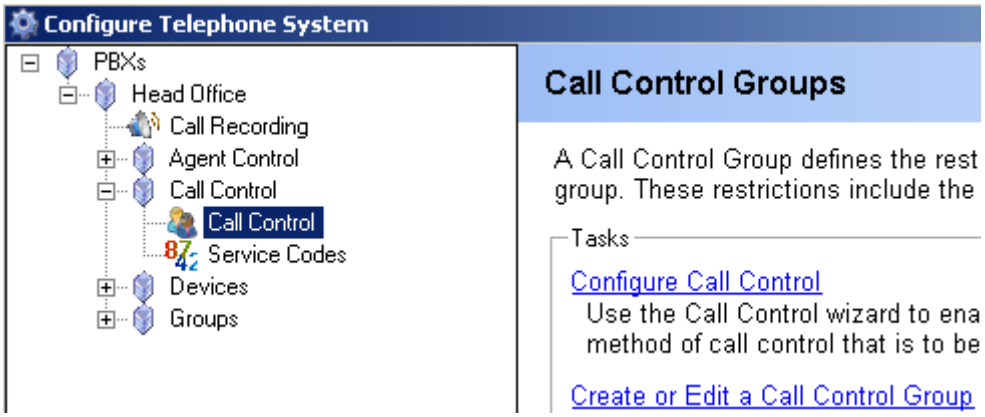
The transfer to voicemail option is configured to be 6 as a single digit option by default when the MyCalls script is used.

When the MyCalls script is run to program the SV8100, it disables on hook transfer on the SV8100. The reason it is disabled is that MyCalls takes responsibility for deciding if a transfer is a supervised or blind transfer. With On Hook Transfer enabled, if a MyCalls Desktop user receives a call and makes a call to another extension, and then cancels the call it would be transferred to the other extension. On hook transfer can be enabled on a per class of service basis and therefore could be enabled for non MyCalls desktop users.

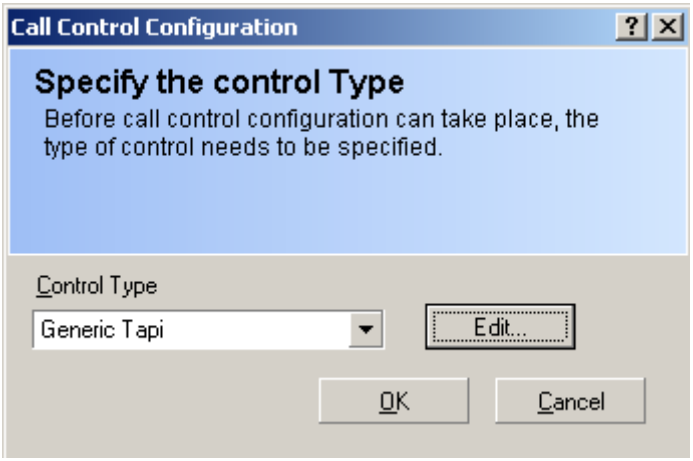
Configuring MyCalls Desktop

Once the MyCalls licenses are active in the MyCalls application and the 3rd Party TAPI driver is running then you ready to configure MyCalls Desktop.

Login to the MyCalls application as a PBX administrator and from the configure menu select Telephone system, then expand the PBX name / expand Call Control / select Call Control then click Configure Call Control.

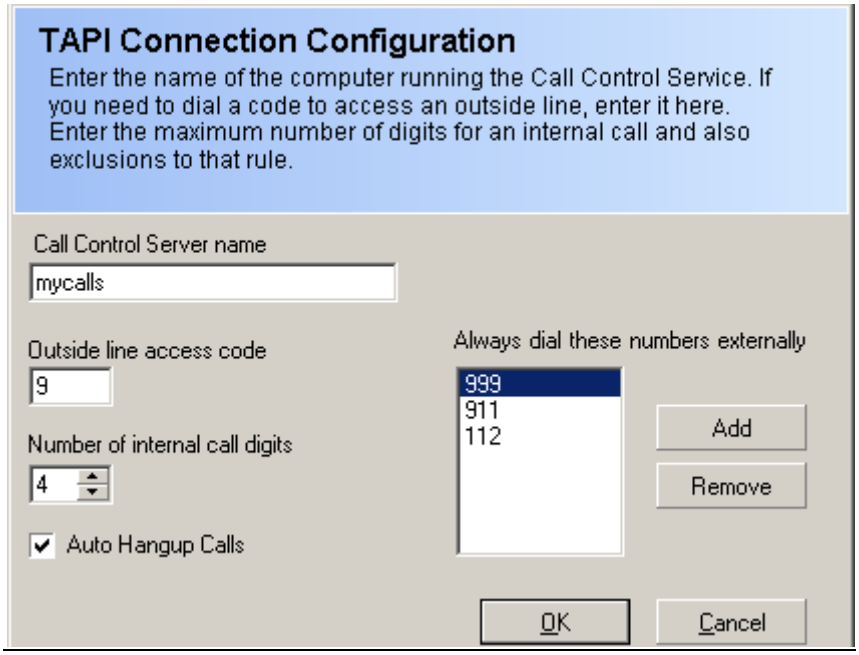


From the control type drop down menu, select Generic Tapi and click Edit.



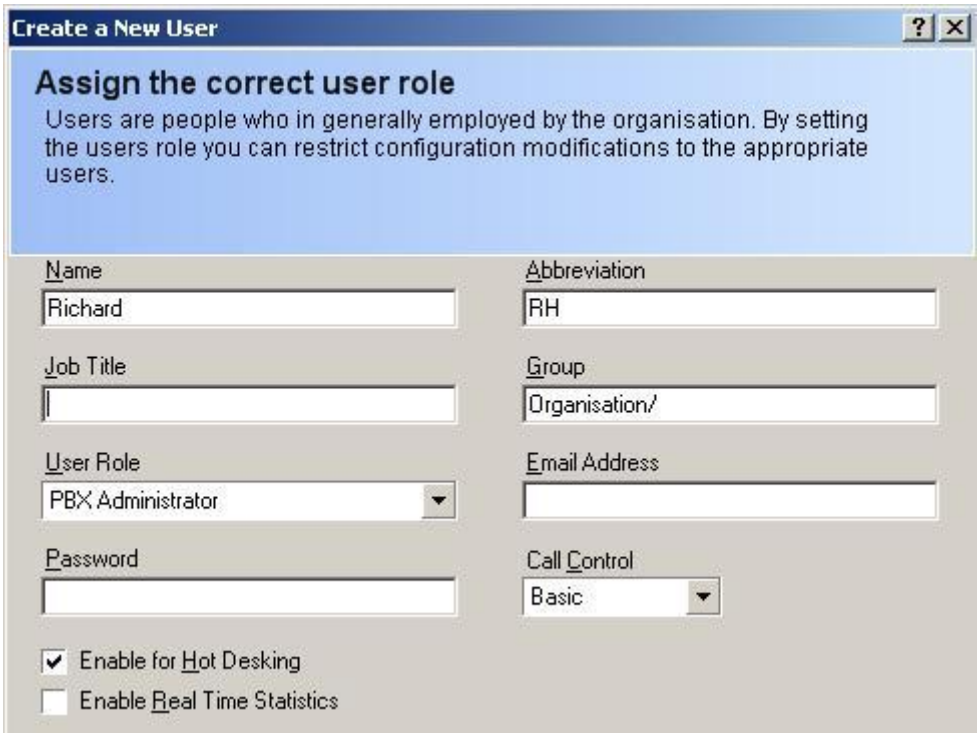
Enter the name of PC that is acting as the call control server. This is normally the same PC as the MyCalls server and is running the 3rd Party TAPI driver. The call control service is installed by default when a complete installation of MyCalls is carried out. If the TAPI driver is installed on a different PC to the MyCalls server then the call control service should be installed onto that PC running TAPI. Instructions on how install the call control service onto a different PC are provided later on in this manual. Other configurable items are as follows:

- Outside Line Access Code - The outside line access code is the number used to seize a trunk on the PBX
- Number of internal call digits – The number of digits of extensions on the PBX. If MyCalls dials a number of over this number of digits then the number entered in 'Outside line access code' is added to the dialled number.
- Auto Hang-up Calls – If this option is enabled, when a call has finished on the PBX, the phone will return to an idle state.
- Always dial these numbers externally – Any number entered here will always have the 'Outside line access code' added when they are dialled.

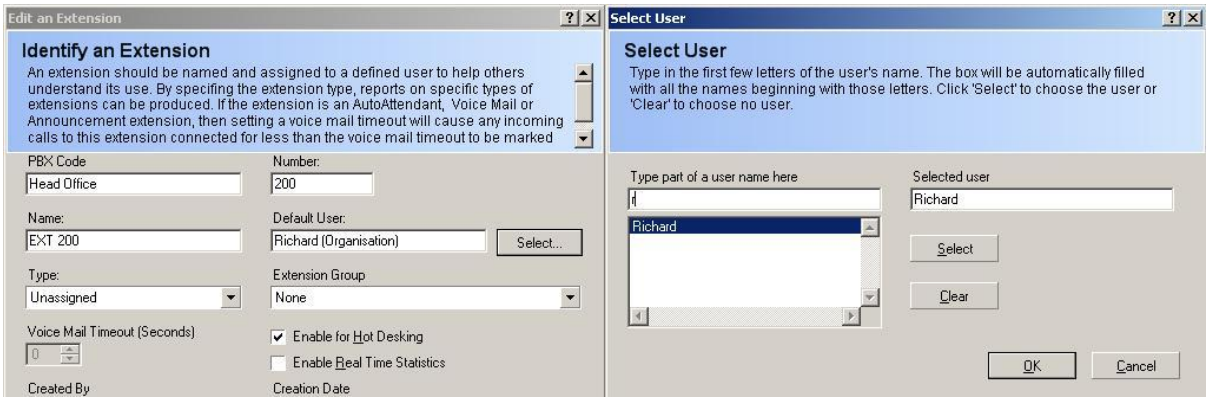

TAPI Connection Configuration
Enter the name of the computer running the Call Control Service. If you need to dial a code to access an outside line, enter it here. Enter the maximum number of digits for an internal call and also exclusions to that rule.
Call Control Server name
mycalls
Outside line access code
9
Number of internal call digits
4
Auto Hangup Calls
Always dial these numbers externally
999
911
112
Add
Remove
OK
Cancel

Click OK the save the changes

Users now have to be created to allow them to use call control features, in Configure / Organisation, click create new user. When creating users, at least one PBX Administrator should be created, this will allow a nominated user to carry out administrative functions. Enter a name for the user and set the User Role as required and select Basic from the Call Control drop down menu. Users can be enabled for Hot Desking, by turning this feature on, it allows a user to select which extension they will logon to when they first logon to MyCalls. If a user is not enabled for Hot Desking then the user must be assigned to an extension.

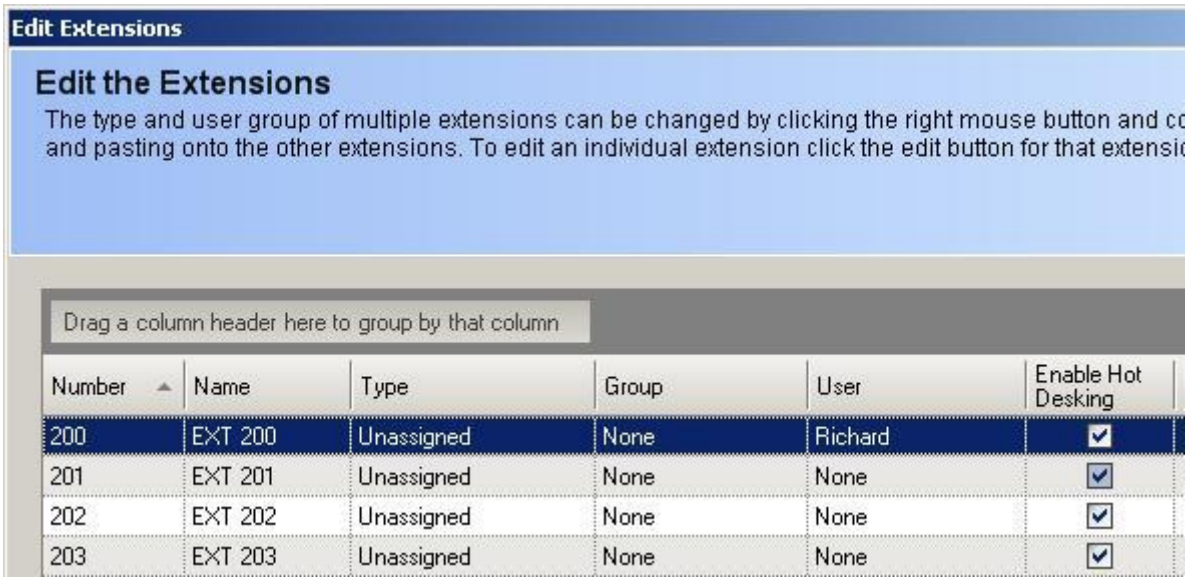


Users that use the same extension or are not enabled for Hot Desking should be assigned to an extension. When users are assigned to an extension that are enabled for Hot Desking, they will be offered to login to their default extension. To assign a user to an extension, select Configure / Telephone System / PBX / Devices / Extensions / Create or Edit Extensions and then click the edit button against the extension. Then click the select button next to Default User and in the select user window, type part of the users name in the top left box and select the user. Click OK and the user is assigned to the extension.


Edit an Extension
Identify an Extension
An extension should be named and assigned to a defined user to help others understand its use. By specifing the extension type, reports on specific types of extensions can be produced. If the extension is an AutoAttendant, Voice Mail or Announcement extension, then setting a voice mail timeout will cause any incoming calls to this extension connected for less than the voice mail timeout to be marked
PBX Code
Head Office
Number:
200
Name:
EXT 200
Default User:
Richard (Organisation)
Select...
Type:
Unassigned
Extension Group
None
Voice Mail Timeout (Seconds)
Enable for Hot Desking
Enable Real Time Statistics
Created By
Creation Date
Select User
Select User
Type in the first few letters of the user's name. The box will be automatically filled with all the names beginning with those letters. Click 'Select' to choose the user or 'Clear' to choose no user.
Type part of a user name here
Selected user
Richard
Richard
Select
Clear
OK
Cancel

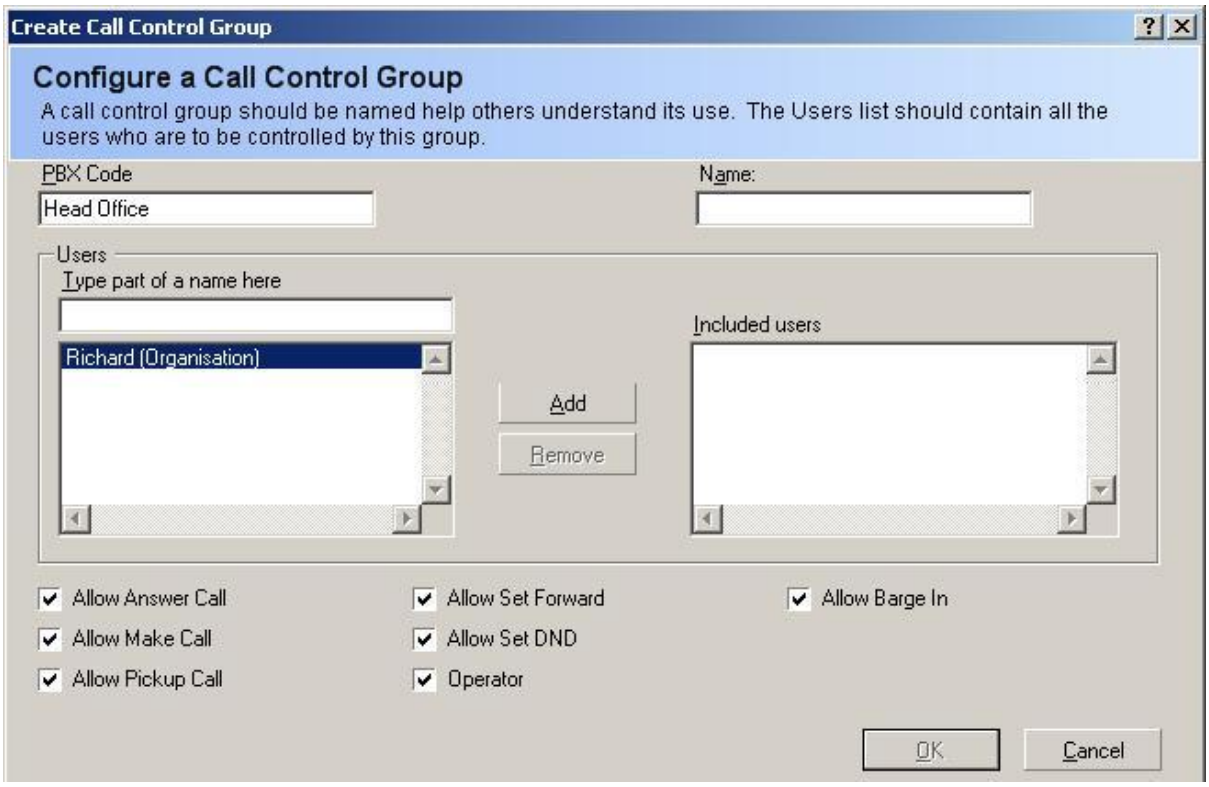
Repeat this procedure for each user that will need creating. Users can be created ‘en-masse’ if there are several users to create, this can be achieved using the config import tool. Details of how to do this are shows in the Using the Config Import Tool section of this manual.

While editing extensions, you can choose to enable an extension for Hot Desking. Extensions that are not enabled for Hot Desking are not available for Call Control Users to logon to.



Once users have been created, they have to be put in call control groups. A call control group is where you can allow users to use call control and define permissions for these groups. In Configure / Telephone System / Call Control / Call Control / Create or Edit a Call Control Group.

Enter a name for the Call Control Group and then from the list of users, add them to the list included users by clicking Add. In the lower section of the window, permissions can be configured for members of the call control group.



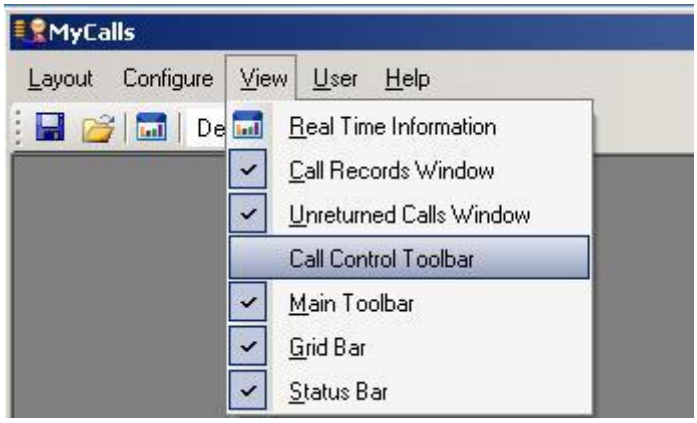
Once the users have been configured, they will be able to login to the MyCalls or desktop application and use the call control functions.

Accessing Call Control Features in the MyCalls Application

When a call control user first logs on to the MyCalls application, , they enter their user name and configured password. If the user if a Hot Desking User then they will be asked to choose an extension to logon to. For the duration that the user is logged in, the calls they handle will be assigned to that extension. You must have the appropriate user licenses to use the MyCalls application.

User Login
Enter a user name and password
When logged in you will be allowed to use the system to the level that your user has been granted. This could be as either a user, supervisor or admin.
User Name
Richard
Browse
Password
OK
Cancel

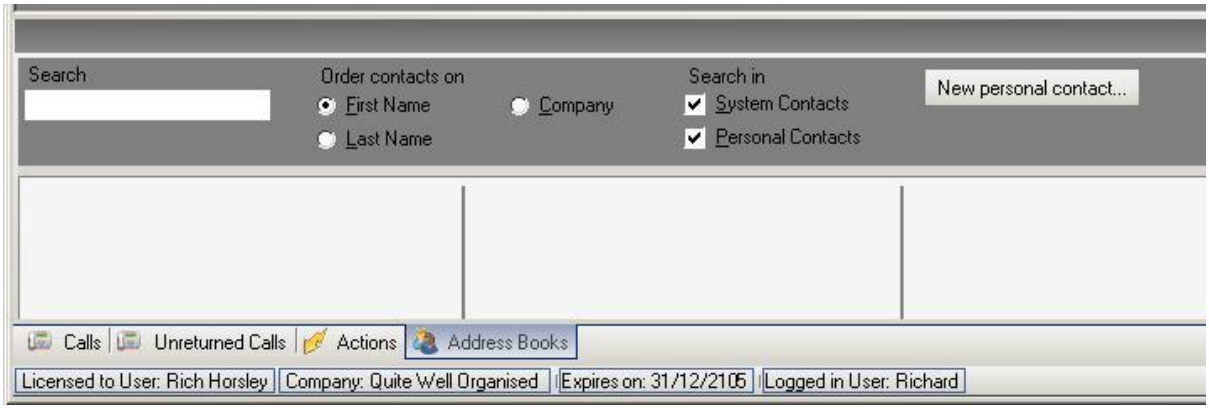
From the view menu, select Call Control Toolbar.



The Call Control Toolbar allows users to perform Telephony functions such as Answer, Hand up, Transfer, Hold etc. At the bottom of the call control toolbar, you see the status of the users extension and how long it has been in that state. There is also a mini wallboard for the calls handled by that extension for the day. The toolbar can be either inside the MyCalls application or placed on a user's desktop. To move the toolbar into the MyCalls application, drag the blue title bar and drop it in the upper section of the MyCalls application. The remove the toolbar from MyCalls, drag the dotted line on the far left side of the toolbar and drop it anywhere outside of MyCalls.

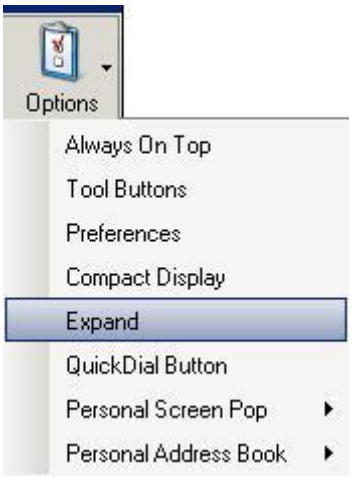
When the toolbar has been removed from the application, MyCalls can be minimised and the toolbar will remain in view.

To access the call records / Un-returned calls / Actions Buttons and Address Books, click the icons in the lower section to display them.

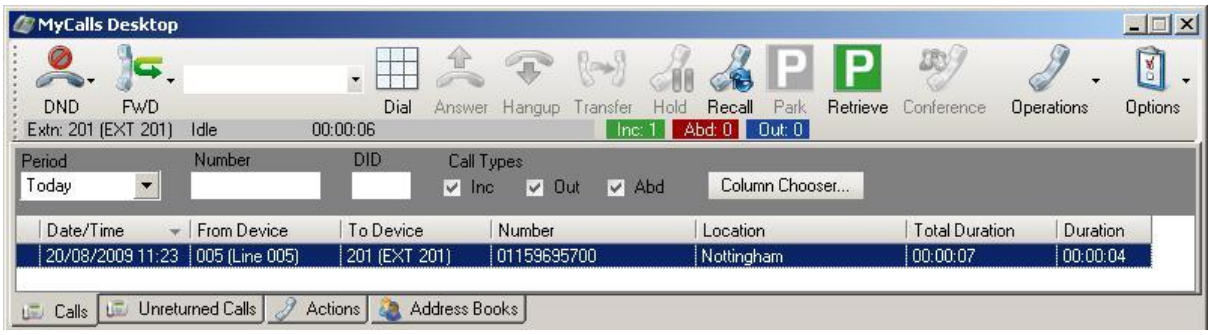


Accessing Call Control Features Using MyCalls Desktop

When a user first logs into MyCalls Desktop, , they are presented with the call control toolbar. To access the call records / Un-returned calls / Actions Buttons and Address Books, click the drop down arrow on the options button and click Expand.



When the view is expanded then the extra menus are available in the lower section of MyCalls Desktop.



Using Call Control Features

For information of how to use the call control features in MyCalls, please refer to the MyCalls End User Guide.

Configuring Screen pop Interfaces

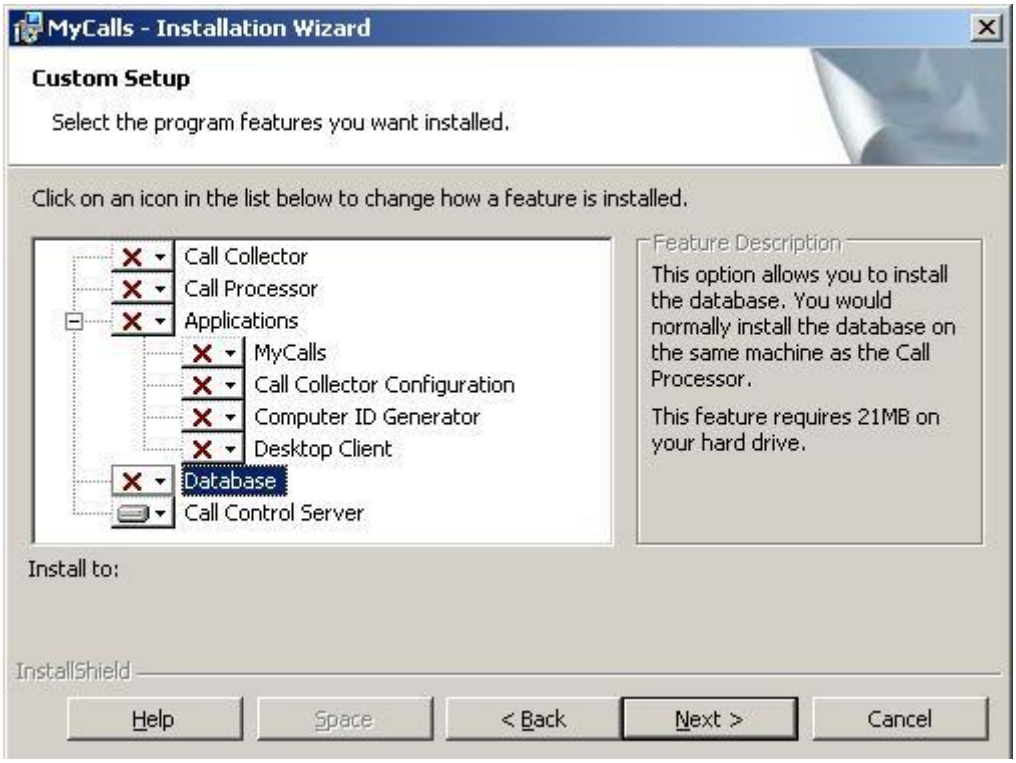
For information on configuring Screen pop interfaces, please refer to the MyCalls Screen pop configuration guide.

Installing the Call Control Service

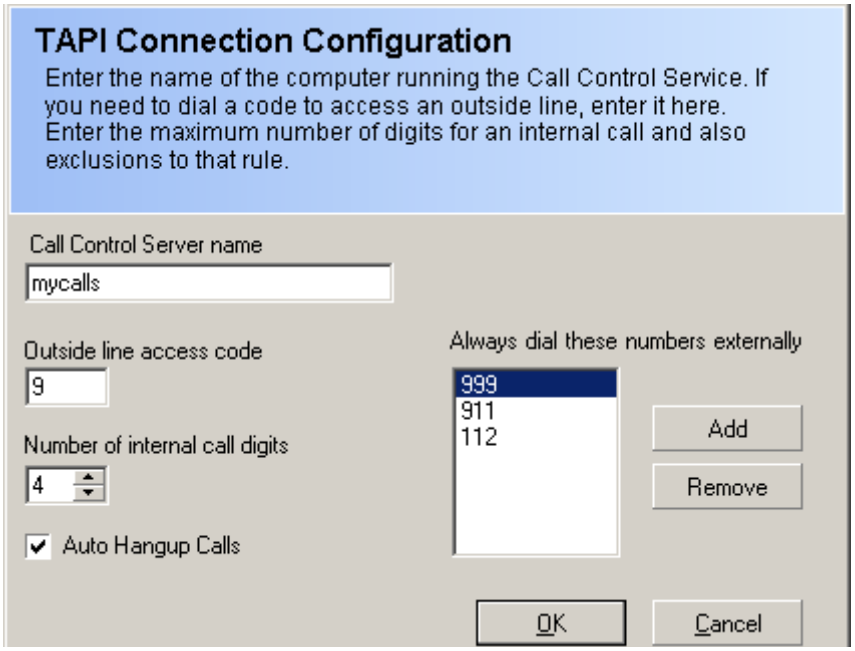
In circumstances where the 3 Party TAPI driver is not installed on the MyCalls Server, it is necessary to install the MyCalls Call control service onto the PC running the 3rd Party TAPI driver. To install, the call control service, start the MyCalls install and from the Setup Type screen, select custom and click next.

MyCalls - Installation Wizard
Setup Type
Choose the setup type that best suits your needs.
Please select a setup type.
Complete
All program features will be installed. (Requires the most disk space.)
Client
Install only the client applications.
Server
Install only the server components.
Email Collector
Install only the email collector
Custom
Choose which program features you want installed and where they will be installed. Recommended for advanced users.
Network Client
Install a network client
InstallShield
< Back
Next >
Cancel

From the list of components to install, choose only to install the call control service and step through the rest of the installation wizard accepting the default options.


MyCalls - Installation Wizard
Custom Setup
Select the program features you want installed.
Click on an icon in the list below to change how a feature is installed.
Call Collector
Call Processor
Applications
MyCalls
Call Collector Configuration
Computer ID Generator
Desktop Client
Database
Call Control Server
Feature Description
This option allows you to install the database. You would normally install the database on the same machine as the Call Processor.
This feature requires 21MB on your hard drive.
Install to:
InstallShield
Help
Space
< Back
Next >
Cancel

Once the installation has completed, the call control service will be active. From the MyCalls server, enter the name of the Call Control Server PC in the TAPI Connection Configuration. That is the PC that the call control service was installed onto. Click OK to save the changes.

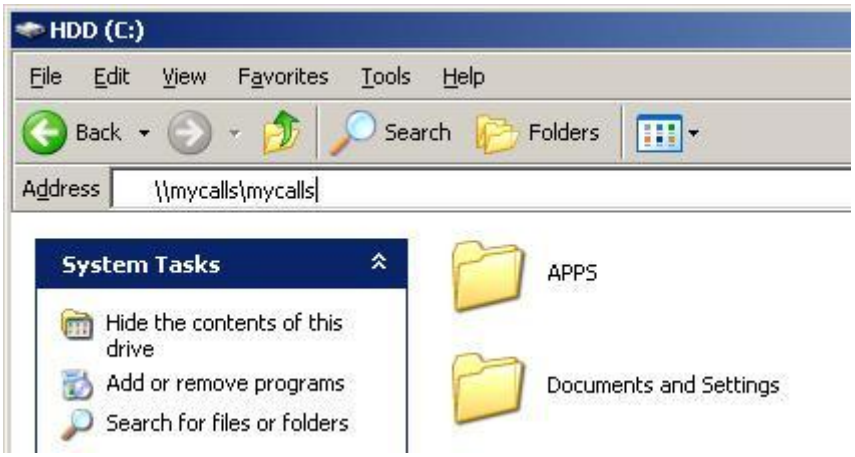

TAPI Connection Configuration
Enter the name of the computer running the Call Control Service. If you need to dial a code to access an outside line, enter it here. Enter the maximum number of digits for an internal call and also exclusions to that rule.
Call Control Server name
mycalls
Outside line access code
9
Number of internal call digits
4
Auto Hangup Calls
Always dial these numbers externally
999
911
112
Add
Remove
OK
Cancel

Installing a Client

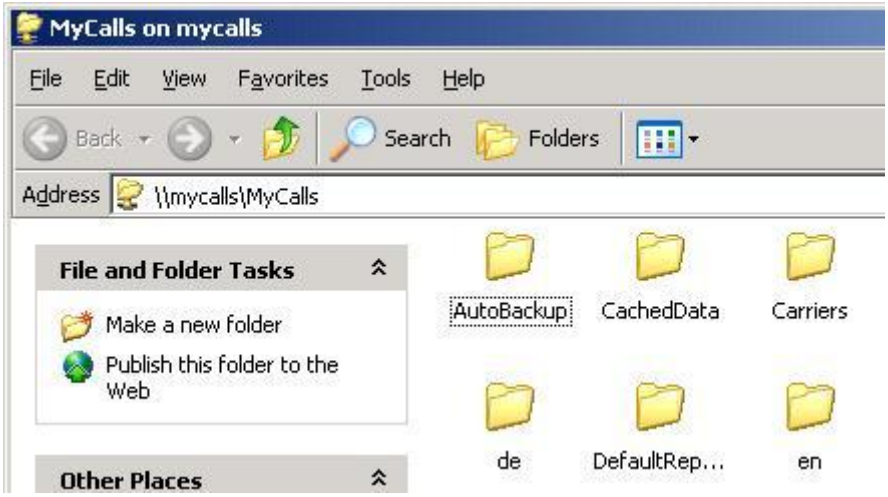
A MyCalls client can be installed to allow an individual to use the MyCalls application of their PC. During the installation you are prompted to enter the name of the MyCalls server PC. Once the installation has completed then the client will be able to use any of the functions available in the MyCalls application. There are two types of clients that can be installed, a network client or a standard client. A network client works by installing a small amount of components on the client PC and then running the MyCalls application from a network share off the MyCalls server. A standard client will install a lot more components onto the client PC and the application will be run from the local PC.

Network Client

The main advantage with a network client is that you only need to install it once on a client. If the MyCalls software running on the MyCalls server PC was upgraded then as the MyCalls client runs the application from the server, the client could not need upgrading. During the installation of the MyCalls Server, the MyCalls installation folder is shared. In a Windows Domain environment, users will need the read and execute permission to the MyCalls share on the MyCalls server. To see if a client can access a share, from Windows explorer, type *servername*\mycalls where servername is the name of the MyCalls server. In the example below the server is called mycalls.



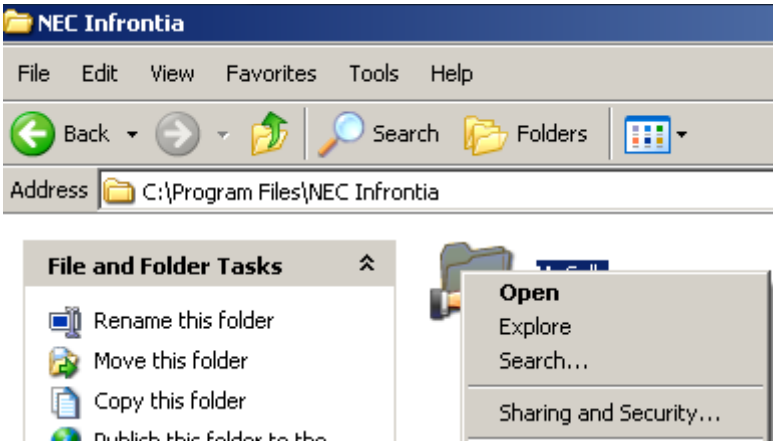
If an explorer window opens showing the contents of the share then the client can connect to the server and share.



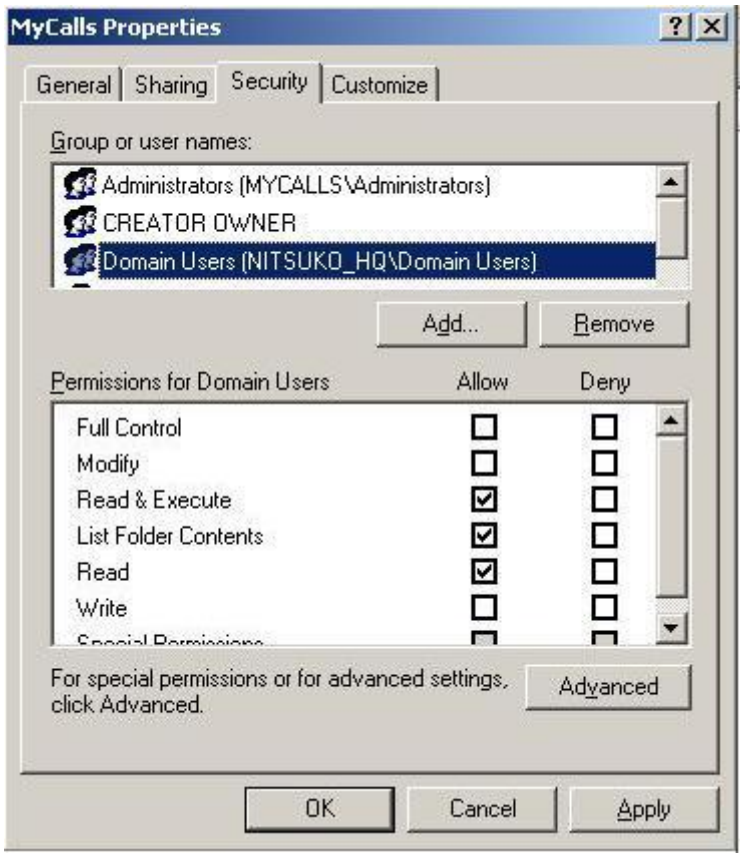
If an error is displayed saying there is a Logon failure then it is possible that the user trying to connect to the share does not have the correct permissions.

\\mycalls\mycalls
\\mycalls\mycalls
Logon failure: user account restriction. Possible reasons are blank passwords not allowed, logon hour restrictions, or a policy restriction has been enforced.
OK

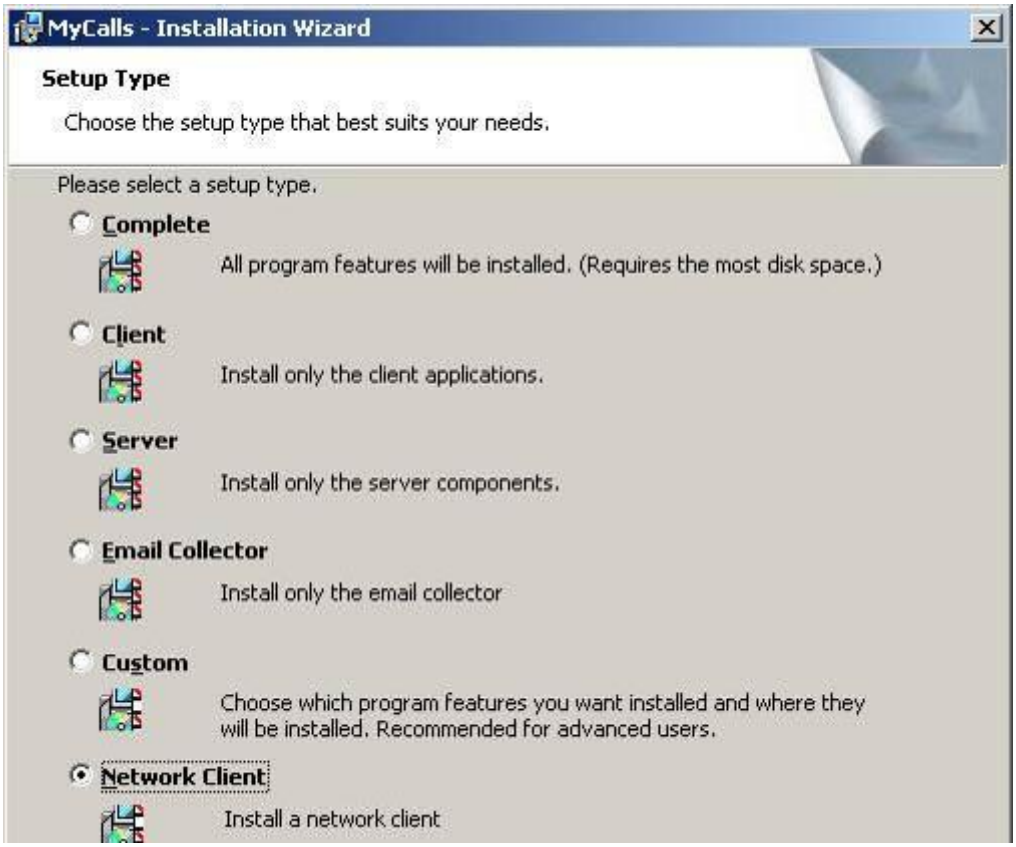
To check permissions, on the MyCalls server, right click on the MyCalls folder in C:\Program Files\NEC Infrontia and then Sharing and Security.



On the security tab, make sure the user or group that is accessing the share has the Read and Execute permission to the share.



Start the MyCalls installation program and from the Setup Type menu, select network client and click next.


MyCalls - Installation Wizard
Setup Type
Choose the setup type that best suits your needs.
Please select a setup type.
Complete
All program features will be installed. (Requires the most disk space.)
Client
Install only the client applications.
Server
Install only the server components.
Email Collector
Install only the email collector
Custom
Choose which program features you want installed and where they will be installed. Recommended for advanced users.
Network Client
Install a network client

When prompted, enter the name of the MyCalls server PC name and click next.

MyCalls - Installation Wizard
Server Name
if a Call Processor has not been included in this installation then, for MyCalls to operate correctly, it needs to know the name of the computer on which the Data Processor has been or will be installed onto.
An IP Address must not be entered here. It must be a computer name.
Please enter the Server Name
mycalls
InstallShield
< Back
Next >
Cancel

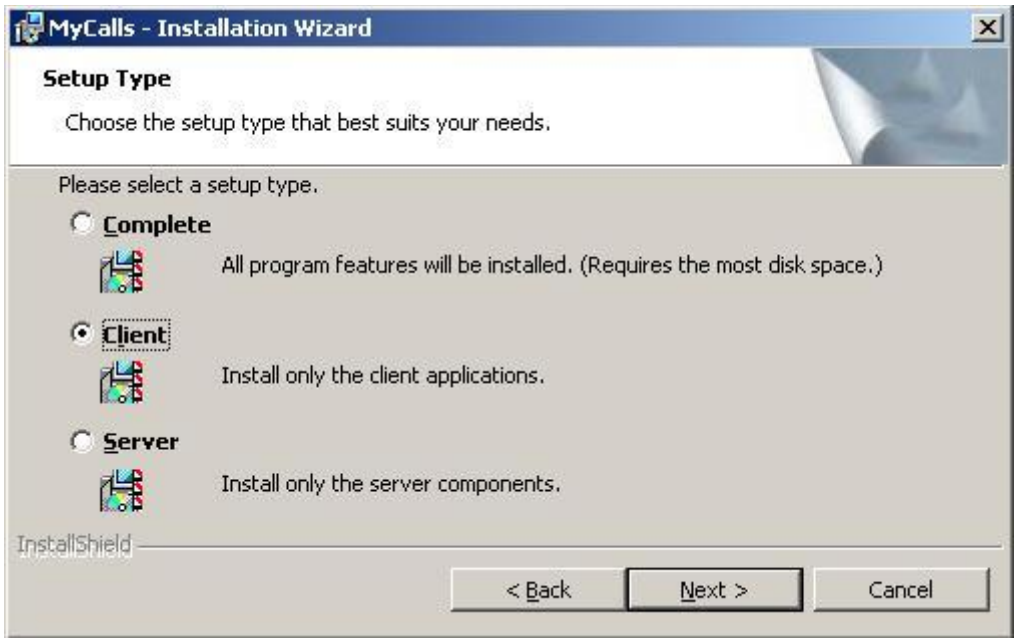
At the next prompt, click install to complete the installation.

MyCalls - Installation Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

The MyCalls application can now be launched using the Start Menu or a short cut is available on the desktop.

Standard Client

Run the setup installation wizard and step through until you reach the Setup Type screen. Choose Client and click next.



When prompted, enter the name of the MyCalls server PC name and click next.

MyCalls - Installation Wizard
Server Name
if a Call Processor has not been included in this installation then, for MyCalls to operate correctly, it needs to know the name of the computer on which the Data Processor has been or will be installed onto.
An IP Address must not be entered here. It must be a computer name.
Please enter the Server Name
mycalls
InstallShield
< Back
Next >
Cancel

At the next prompt, click install to complete the installation.

MyCalls - Installation Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

The MyCalls application can now be launched using the Start Menu or a short cut is available on the desktop.

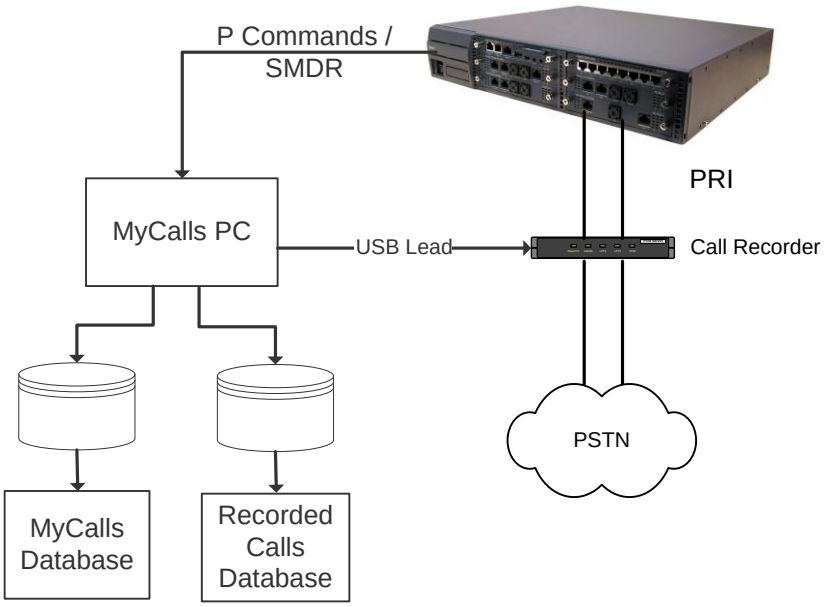
Patching

From time to time, patches may be release to enhance the performance of MyCalls. These patches are made available from the following FTP site, ftp://ftp.neci.co.uk/mycalls/patches. The patches are made available on a per PBX / per version of MyCalls. There is a set of instructions available online that show you how to install the patches. Patches should be applied to the MyCalls server and any clients.

Call Recording

MyCalls Call Recorder gives you the ability to record and playback trunk calls made on an SV8100 PBX. The call recording software can record ISDN, SIP and analogue trunk calls. For ISDN calls, a recording unit is placed between the Network Termination Equipment (NTE) and the physical card in the PBX. There is a USB lead on the call recording unit that is connected to a PC. As calls pass through the call recording unit, they are streamed onto the PC and stored in a database. SIP trunk calls are recorded by connecting a 'mirrored port' carrying SIP traffic to a network card in the call recording server. The SIP trunk information presented by the mirrored port will allow the SIP trunk information to be recorded and stored on the call recording server. Once a call has finished, it is compressed, encrypted and stored ready for playback.

MyCalls Call Recorder gives users the ability to find and playback these recorded calls using the MyCalls application. MyCalls version 3 has different licensable options that are available for call recording.



Call Recording Licensable Options

Included with the call recorder comes the standard player. Two further licenses can be purchased to enable more features, details features are shown below.

	Waveform Display	Sound Clips	Section Marker	Single Call Recording Export	Bulk Call Recording Export	Volume, Balance, Playback Speed	Call Audit
Standard				✓			
Enhanced*1	✓	✓	✓		✓	✓	
Enhanced and Audit *2	✓	✓	✓		✓	✓	✓

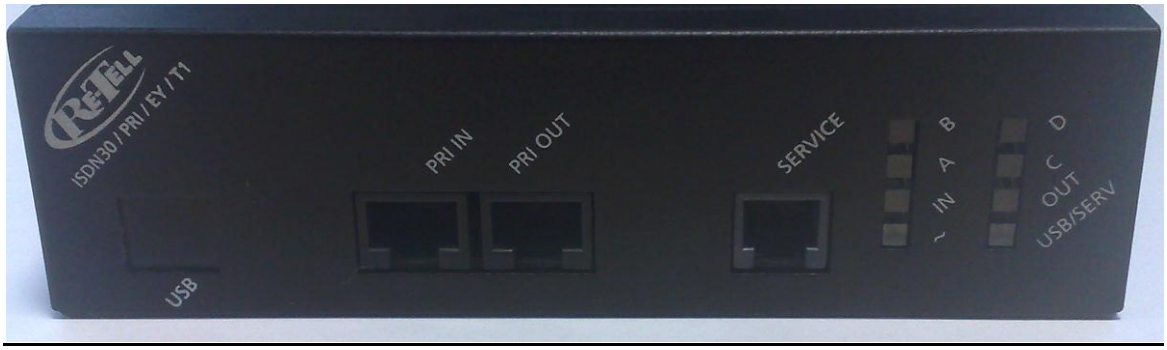
*1 MyCalls Enhanced Player is part number EU100021, License Code 7152
*2 MyCalls Call Playback Auditing is part number EU100022, License Code 7153. This license requires the enhanced player to be installed.

Background on ISDN Call Recorders

There are two types of ISDN call recorders that are available, a USB 1.1 unit and a USB 2 unit. The instructions in this manual are for the USB 2 Unit, for information about the USB 1 unit, refer to the SV8100 MyCalls v1 installation manual. It is not possible to use a mixture of USB 1 and 2 units on the Sense call recording PC. To identify which version a unit is, look at the front of the call recording unit. Note that different software is required depending on which type of unit you are installing.

The picture below shows a USB 1.1 unit. The difference between the two units is that the USB 1.1 unit has a USB connector on the front of the unit. Note the USB port on the left hand side of the unit.

The picture below is of USB 2 unit. Note that the front USB connector is blanked out and not available.



The USB 2 unit is available in Primary rate, Basic rate and Analogue. A single primary rate unit can support 30 ISDN channels and a Basic rate unit will support 8 Channels. Multiple units can be connected to a PC to allow recording of many trunks.

Requirements

Recommended MyCalls Software version 3.0.0.0
Minimum Sense Call Recording Software version 2.6
Firmware version 2.4.1 (June 2010) on the call recording unit.
SV8100 System Software R5 or above.

The call recording server must be a dedicated PC for call recording. If you are recording 30 channels or greater then MyCalls and the call recording software must be on separate PC's. Access to the call recording server PC should be made secure by a username and password. Limiting the number of users that have access to the PC is also considered an extra security precaution. A maximum of 120 channels can be recorded on a single call recording server. If recording of more than 120 channels is required, then two call recording servers can be used.

When implementing a call recording solution, consideration should be given to backing up recorded calls. Details on how to backup recorded call are provided later in the manual. For optimum performance of call recording the operating system of the PC and Sense should be installed on different drives.

Minimum Hardware Specification – MyCalls and Sense on the Same PC.*

Intel Core i3 Processor
3GB RAM
Min 500GB of available Hard Disk Space

*MyCalls and Sense can only be on the same if less than 30 channels are being recorded.

Minimum Hardware Specification – Sense Only Upto 60 chanells being recorded.

Intel Core i3 Processor
3GB RAM
Min 1TB of available Hard Disk Space

Minimum Hardware Specification – Sense Only Up to 120 chanells' being recorded.

Intel Quad Core Processor
3GB RAM
Min 1TB of available Hard Disk Space

Operating systems:

Windows XP Pro min SP2 – 32 BIT only
Windows Server 2003 SP2 – 32 BIT only
Windows Vista Business, Ultimate and Enterprise 32 BIT only
Windows 7 Professional, Ultimate and Enterprise 32 and 64 BIT
Windows Server 2008 – 32 and 64 BIT

Note although MyCalls in supported on Terminal Services and Hyper V, the call recording software is not. Call playback is not supported in a thin client environment.

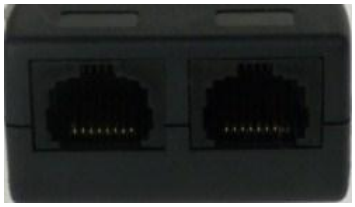
A sound card and speakers are required for call playback

1GB of disk space will store approximately 100 hours of call recordings, depending on requirements it may be necessary to increase the available disk space in the PC. Recorded calls can be archived to free up space from the PC. There must be an available USB port for each call recorder that will be connected to the PC. The USB ports that the call recording units connect to must be USB 2 Ports and not USB 1.1. USB web cams or USB video devices should not be connected to the same USB controller as the call recording units. Additional USB controller cards can be installed if required.

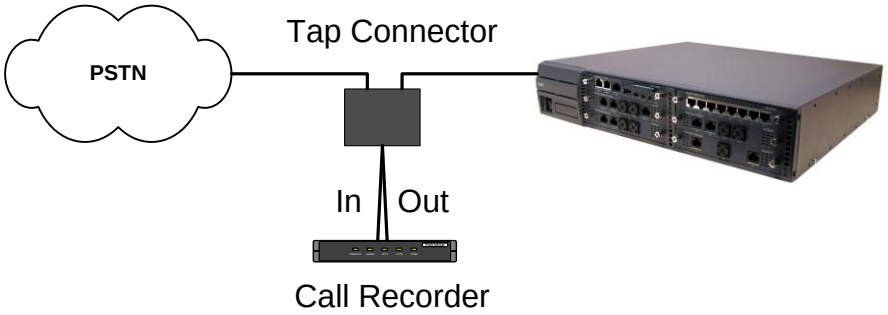
Connecting The ISDN Call Recorder.

The call recording unit can be rack mounted, free standing or mounted in a CD ROM bay of a PC. The patch leads connecting through the tap connector should each be no longer than 5 metres in length. The USB lead supplied with the call recording unit is 1 metre in length. This will mean the call recording until and PC will have to be situated near each other.

The ISDN lines are connected from the NTE into the tap connector supplied with the call recording unit. A cable should then run from the other socket on the tap connector to the ISDN card in the PBX. Once both are connected, calls will be able to pass through the tap connector. There are different types of tap connectors, one for BRI and one for PRI. The PRI is black and the BRI is white, both are clearly labelled and can only be used on their respective call recorder.



Once the lines are connected through the tap connector, there other two cables labelled in and out should be connected to the front of the call recording unit accordingly. Securely connect the supplied power adapter to the call recording unit and firmly connect the supplied USB lead to the rear of the call recording unit. Connect the USB lead to the PC until before installing the call recording software. If the operating system starts the new hardware found wizard, click cancel.



Connecting an Analogue Call recorder

The Analogue call recorder has a different power supply to the other call recording units, ensure that the correct power supply is attached to the analogue call recording box. The analogue call recorder wiring should be connected by tapping into the line and presenting the two wires to an RJ45 socket on the front of the call recording unit. A lead is provided that will connect from a standard LJU (BT Style) socket to the front of the call recording unit. The BT socket is also re-presented so that the line can be connected to a PBX.

The image below shows a standard LJU socket with the supplied lead connecting from the LJU to the call recording unit. The socket indicated by the red arrow is the socket that can be connected to the PBX. This will need repeating for each line that will be recorded.

Should the cables that are provided not be suitable then the two wires provided by the carrier will need to be connected to pins 4 and 5 of an RJ45 socket that is connected to the front of the call recording unit.

SIP Trunk Recording

SIP trunk recording doesnt require any physical hardware to be installed, it instead uses packet sniffing technology to record calls. Both G.711 and G.729A codes are supported for SIP recording, other codecs wont work. A port mirror from a network device carrying the SIP trunk calls has to be connected to a network card in the call recording server. The network card in the call recording that will perform the packet sniffing must support promiscuous mode. Promiscuous mode will allow a network card to pass packets that are not addresed to it allowing the calls to be recorded. Depending on the device performing the the port mirror, it may be neccesary to have a second card in the call recording server to capture the SIP packets.

The port mirror can be placed in two different locations depending on the configuration of the network and how the IP trunks are presented to the SV8100. If there is a dedicated internet circuit provided for the SIP trunks, then the port mirror would be best placed on the port uplinking the router to the LAN.

The port mirror can also be placed in-line with the IPL card of the SV8100, this will capture all traffic passing through the IPL. The only draw back to using this method is that IP extension calls will be recorded too. As MyCalls doesnt report on internal calls then any internal calls cant be played back using MyCalls. This would also mean if an IP extension made a call on an SIP trunk there would be two calls recorded.

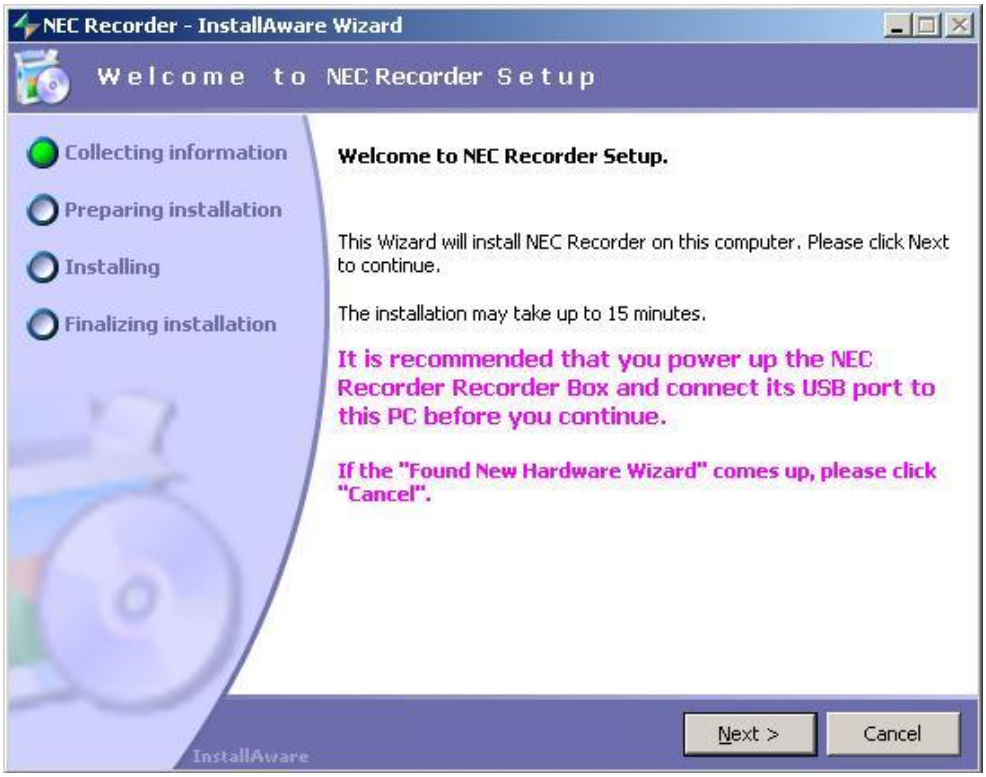
Installing the Call Recording Software

The call recording software is referred to as the Sense Software or Call Recording software and is supplied with each call recording package. Before you can install the software, you will need to extract the software to the PC you intend on installing Sense onto. Begin the installation by double clicking on one of the CallRecorder icons. Sense can be installed on a different PC to MyCalls.

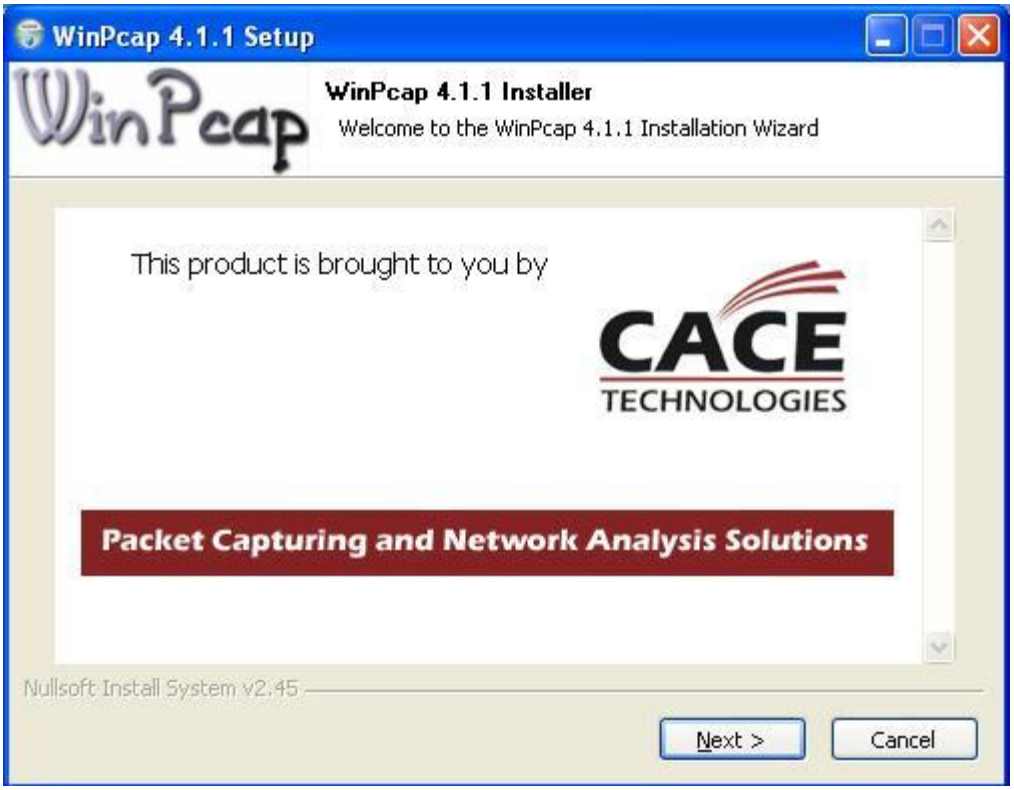
If you are installing on Windows Vista or Windows 7, you may get a prompt in a window titled User Account Control. To allow the installation to continue, click yes when prompted.

At the beginning of the install, if you are prompted to install a Hotfix for Windows Media Encoder, click yes to install the Hotfix.

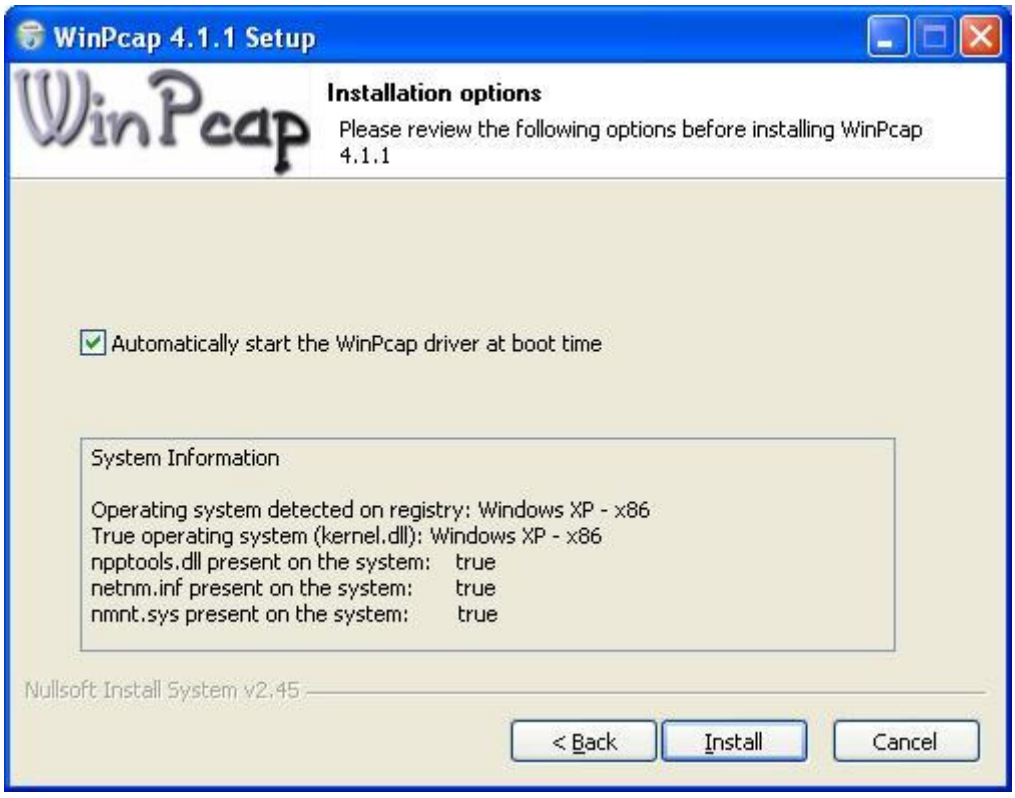
The installation will begin, click next to continue.


NEC Recorder - InstallAware Wizard
Welcome to NEC Recorder Setup
Collecting information
Preparing installation
Installing
Finalizing installation
Welcome to NEC Recorder Setup.
This Wizard will install NEC Recorder on this computer. Please click Next to continue.
The installation may take up to 15 minutes.
It is recommended that you power up the NEC Recorder Recorder Box and connect its USB port to this PC before you continue.
If the "Found New Hardware Wizard" comes up, please click "Cancel".
InstallAware
Next >
Cancel

WinPcap is installed during the installation of the call recording software. This is a component of the SIP recording software.



Complete the installation wizard for WinPcap and then the Sense installation will continue.


WinPcap 4.1.1 Setup
Installation options
Please review the following options before installing WinPcap 4.1.1
Automatically start the WinPcap driver at boot time
System Information
Operating system detected on registry: Windows XP - x86
True operating system (kernel.dll): Windows XP - x86
npptools.dll present on the system: true
netnm.inf present on the system: true
nmnt.sys present on the system: true
Nullsoft Install System v2.45
< Back
Install
Cancel

At the collecting information screen, select Install Server and Client and click Next.

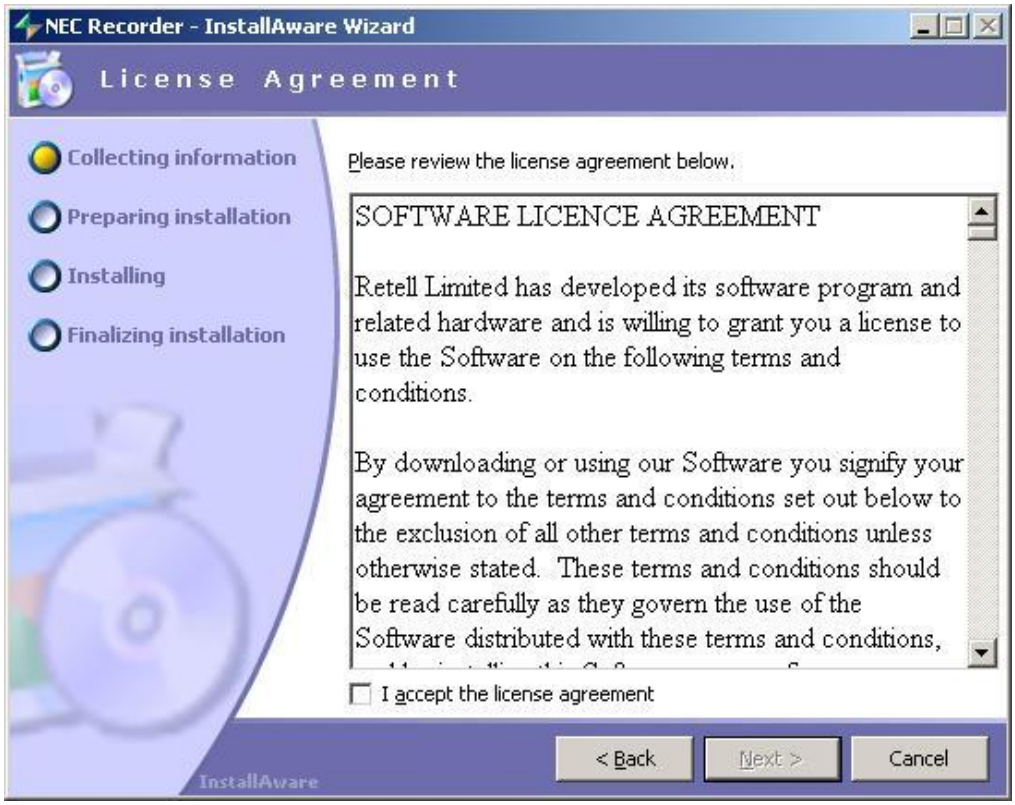
On the next step of the installation wizard, there are two options to choose from, workgroup or domain. When live calls are being recorded, they are placed in a folder called the 'tmp' folder on the call recording server. Encryption can be enabled on this folder so that while calls are stored in the tmp folder, they are encrypted. If the PC is part of a Windows Domain then the EFS certificate issued to the tmp folder can either become randomly invalid or after 3 years of being issued expire.

During the install, if you select Workgroup then encryption of the tmp folder will be enabled. By selecting Domain, encryption on the tmp folder will be disabled.

NEC Recorder - InstallAware Wizard
Collecting Information
Collecting information
Preparing installation
Installing
Finalizing installation
The PC you are installing on is part of a Workgroup or part of a Domain network?
Workgroup
Domain
Enter an email account for alarms and notifications (optional):

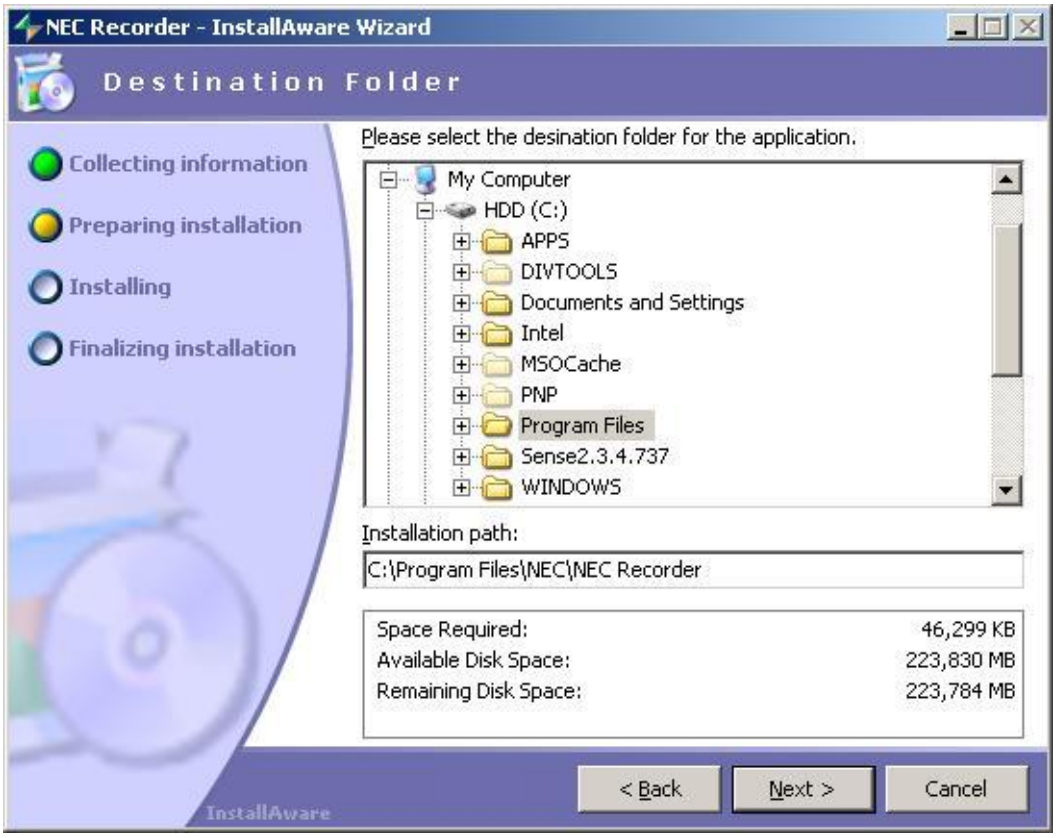
To prevent the possibility of any potential problems with encryption on the tmp folder, select Domain during the install. By selecting this option, the final audio files are always encrypted before they are available for playback. Encryption on the tmp folder can be disabled manually, details are available later in the manual.

At the License Agreement window, read the license agreement. To continue, click 'I accept the license agreement' and click next.

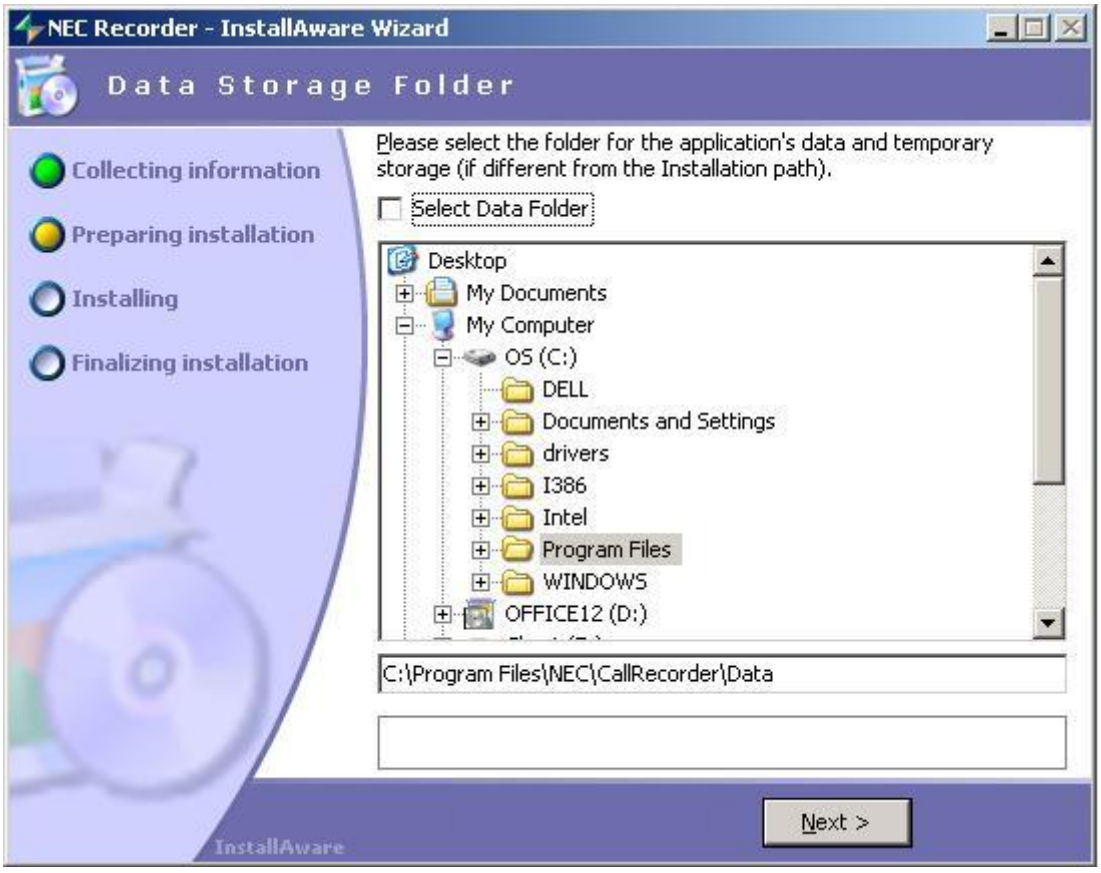

NEC Recorder - InstallAware Wizard
License Agreement
Collecting information
Preparing installation
Installing
Finalizing installation
Please review the license agreement below.
SOFTWARE LICENCE AGREEMENT
Retell Limited has developed its software program and related hardware and is willing to grant you a license to use the Software on the following terms and conditions.
By downloading or using our Software you signify your agreement to the terms and conditions set out below to the exclusion of all other terms and conditions unless otherwise stated. These terms and conditions should be read carefully as they govern the use of the Software distributed with these terms and conditions,
I accept the license agreement
< Back
Next >
Cancel
InstallAware

Enter a user name and Company and click next.

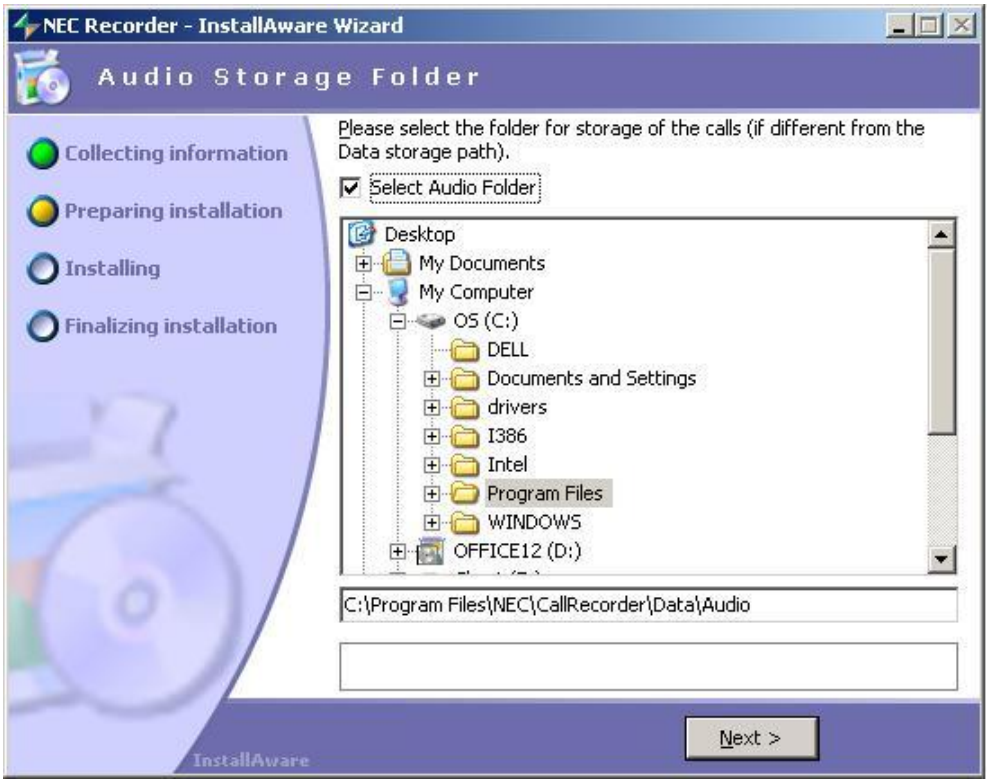
Choose a folder where the Call recording software will be installed to and click next.



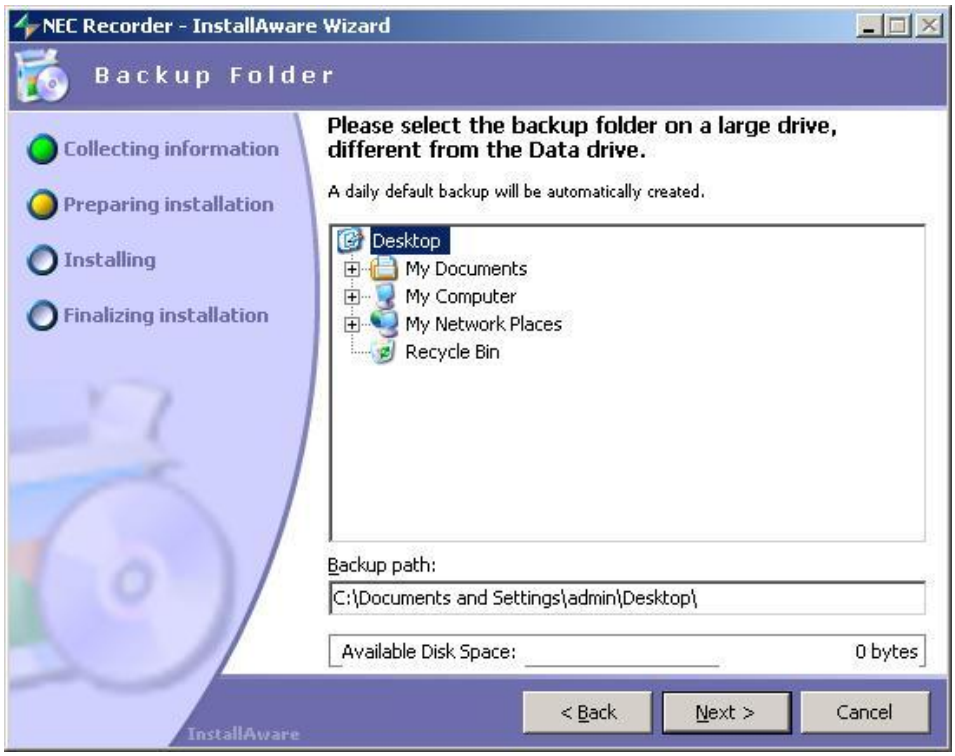
At the next prompt you can select where the tmp folder is located.



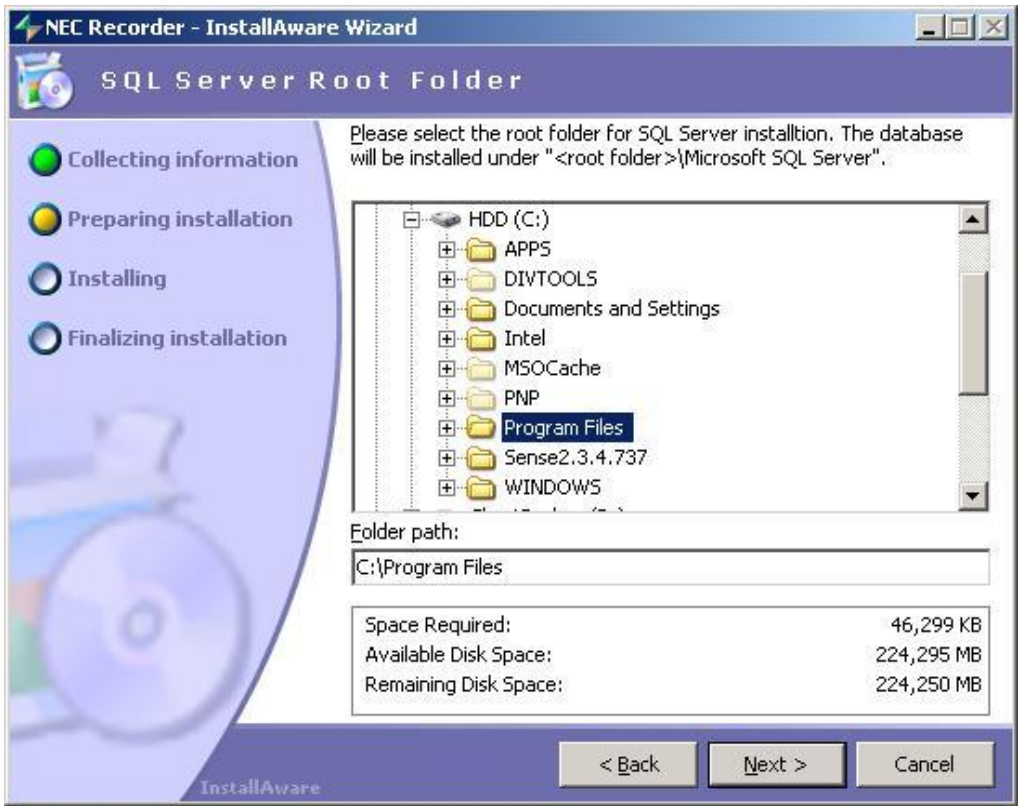
The Audio Storage folder can then be selected, this is the folder where the compressed and encrypted final audio files are stored. Typically the audio storage folder can take up large amounts of disk space so if a separate disk has been made available for storing the audio files on, it should be selected here.



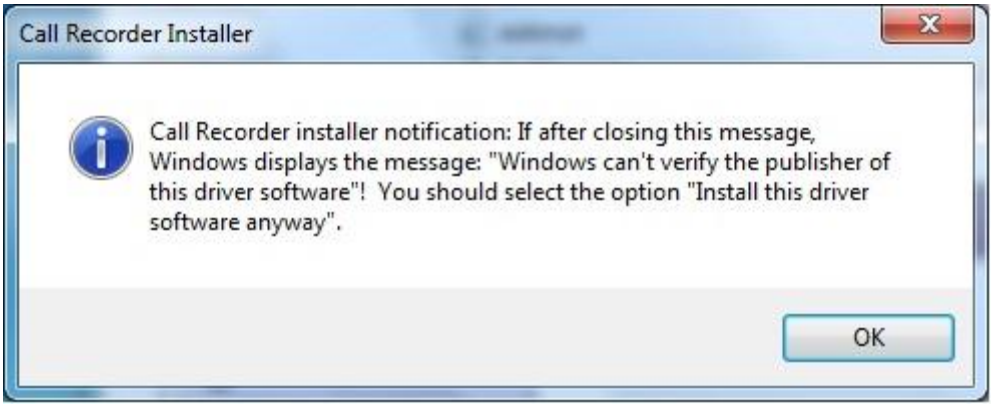
At the backup folder prompt, click next. This is a feature of the call recording software that is not used. With MyCalls Call Recorder backups and archiving are carried out through the MyCalls application, not the call recording software.



At the SQL Server Root Folder screen, choose which folder the back-end MyCalls database will be installed to. This folder is just where the Call Recording database sits, not where the audio files for the recorded calls are stored. Select the folder as required and click next.



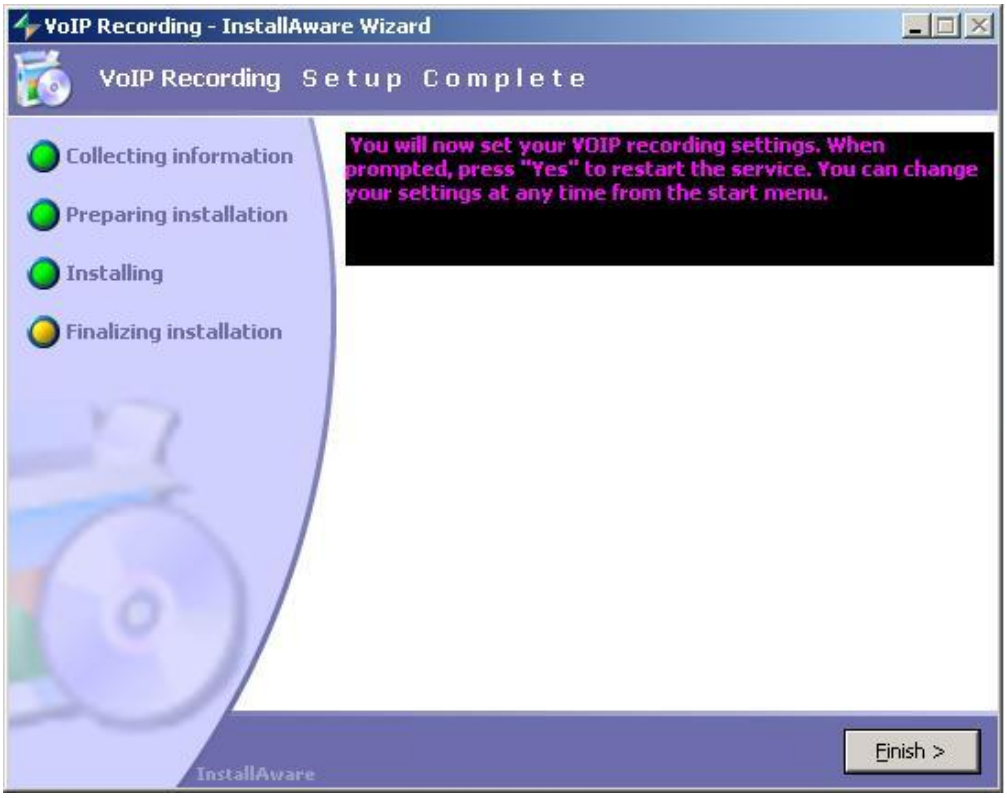
During the install, if an USB box is connected to the call recording server, the USB driver will be installed. On Windows Vista and Windows 7 you will be prompted to allow the driver to be installed, when you see the window below, click OK. On other operating systems, the driver is installed silently without the need for any interaction.


Call Recorder Installer
Call Recorder installer notification: If after closing this message, Windows displays the message: "Windows can't verify the publisher of this driver software"! You should select the option "Install this driver software anyway".
OK

At the Windows Security prompt, select install this driver software anyway.

Windows Security
Windows can't verify the publisher of this driver software
Don't install this driver software
You should check your manufacturer's website for updated driver software for your device.
Install this driver software anyway
Only install driver software obtained from your manufacturer's website or disc. Unsigned software from other sources may harm your computer or steal information.
See details

Click finish at the VoIP recording screen.


VoIP Recording - InstallAware Wizard
VoIP Recording Setup Complete
Collecting information
Preparing installation
Installing
Finalizing installation
You will now set your VOIP recording settings. When prompted, press "Yes" to restart the service. You can change your settings at any time from the start menu.
InstallAware
Finish >

Configuring SIP Trunks to Be Recorded During the Installation

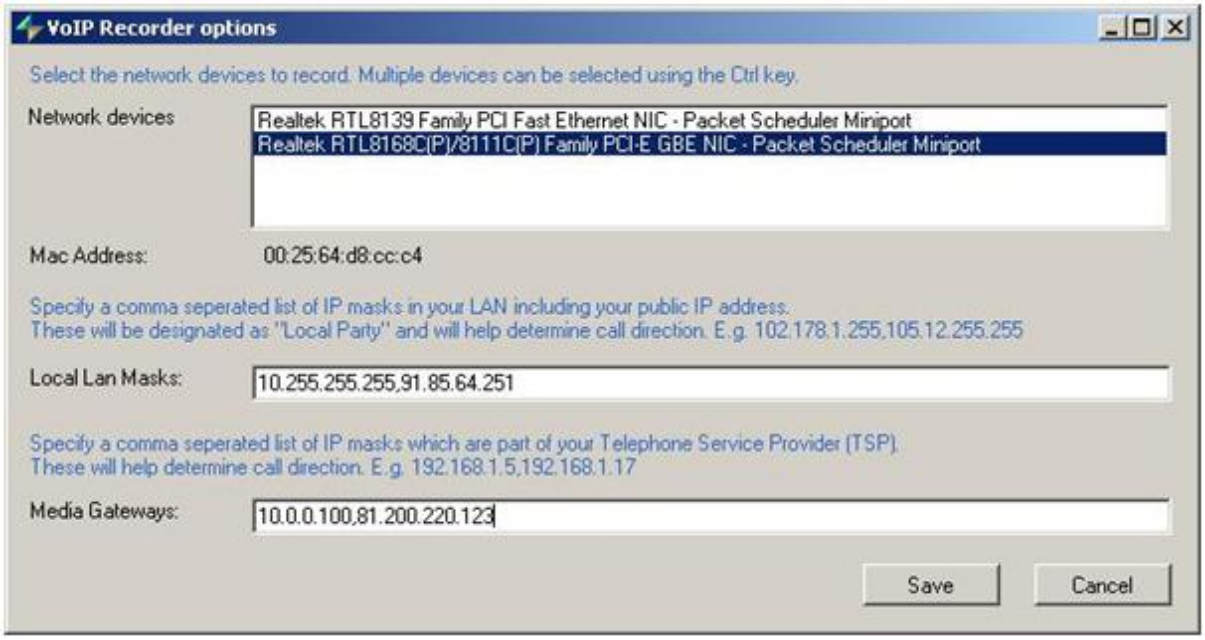
If you are recording SIP trunks, you should configure the VoIP Recorder options screen. In the network devices section, if multiple network cards are installed in the PC then the select the network card connected to the port mirror. In Local LAN Masks, enter a LAN mask for the local network being used multiple entries should be separated by commas. The default options, for example 10.255.255.255 will cover all devices on a 10.x.x.x network, 192.168.1.255 would cover all devices on a 192.168.1.x network. Also in the Local LAN masks box, enter the public IP address of the internet connection used by the IP trunks. This is usually the Public IP Address of the router connected to the internet or the device configured as the NAPT router.

In the Media Gateway box, enter the IP address of the SV8100 and the IP address of the SIP carrier, separate entries with a comma.

The call recording software will use these IP addresses to determine the direction of the calls. In the example below, the port mirror is connected to the lower network card. The network card connected to the LAN is using the following network configuration:

IP Address 10.0.0.10, Subnet 255.0.0.0, Default Gateway 10.0.0.1

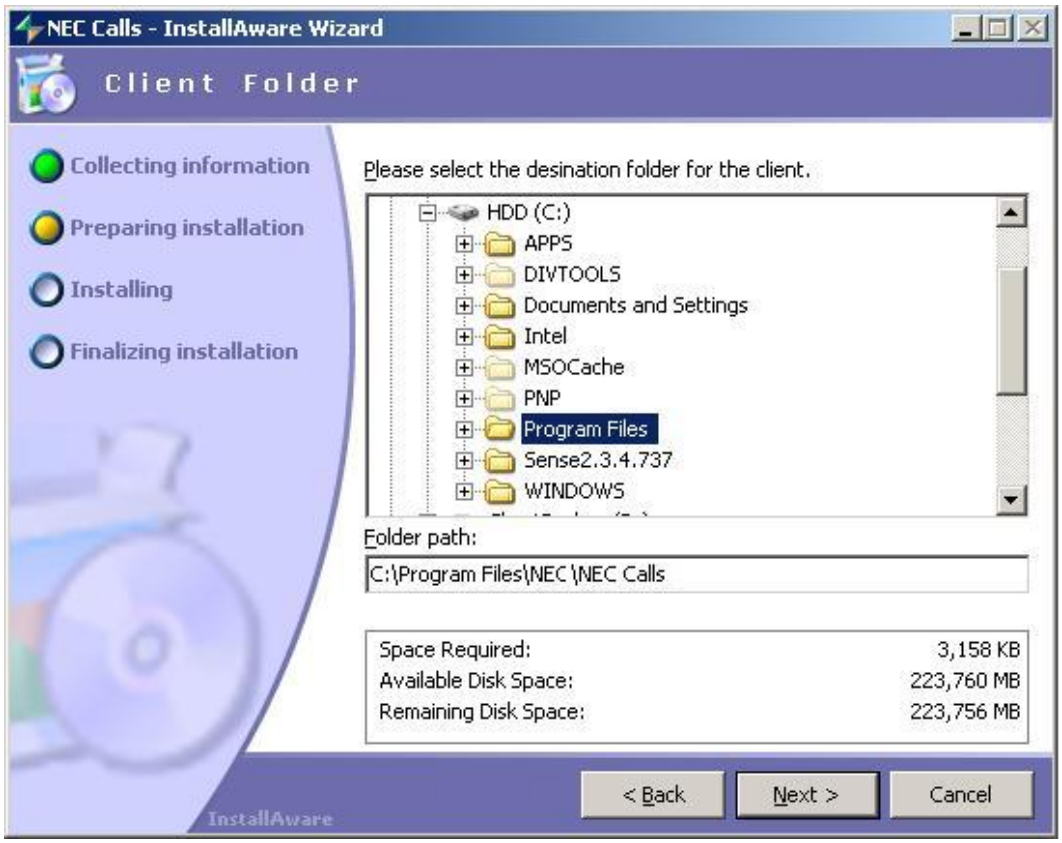
Using a Local LAN Mask of 10.255.255.255 will allow communication from an address using a 10.x.x.x address. The public address that the internet connection is using is 91.85.64.251. The IP address of the SV8100 in this setup is 10.0.0.100 and SIP carriers address is 81.200.220.123. These are the two IP entries in the Media Gateway box. After making any changes click the save button.


VoIP Recorder options
Select the network devices to record. Multiple devices can be selected using the Ctrl key.
Network devices
Realtek RTL8139 Family PCI Fast Ethernet NIC - Packet Scheduler Miniport
Realtek RTL8168C(P)/8111C(P) Family PCI-E GBE NIC - Packet Scheduler Miniport
Mac Address:
00:25:64:d8:cc:c4
Specify a comma seperated list of IP masks in your LAN including your public IP address.
These will be designated as "Local Party" and will help determine call direction. E.g. 102.178.1.255,105.12.255.255
Local Lan Masks:
10.255.255.255,91.85.64.251
Specify a comma seperated list of IP masks which are part of your Telephone Service Provider (TSP).
These will help determine call direction. E.g. 192.168.1.5,192.168.1.17
Media Gateways:
10.0.0.100,81.200.220.123
Save
Cancel

To apply the changes, the VoIP recording service has to be restarted, this would mean that any VoIP calls that are currently being recorded will not be recorded.

Restart Service
Configuration saved. The VOIP Recording Service must be restarted to apply the changes. Restart now?
Yes
No

After the Call Recording Software has been installed, the call recording client has to be installed. The client is the application that is used by the call recording software to view recorded calls. Choose which folder the client should be installed to and click next.



Click finish when the installation has completed.

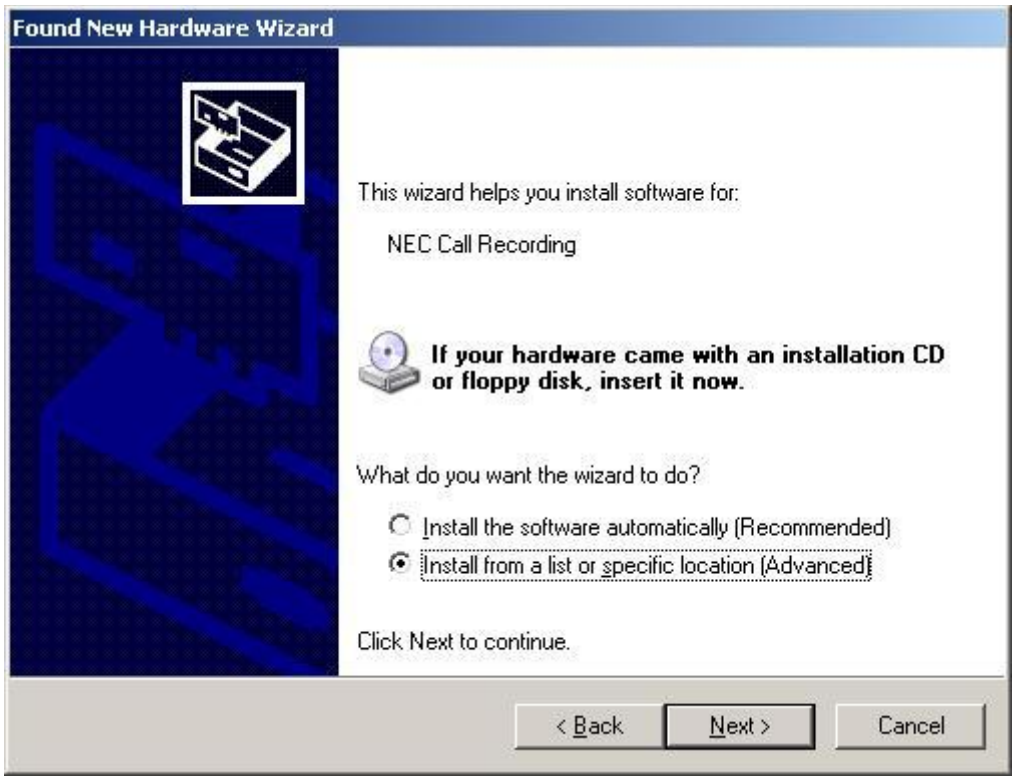
Now the installation has completed, calls will be recorded and stored in the call recording database. If the PRI / BRI / Analogue boxes are being used and the USB leads were connected to the call recorder before the software was installed then the USB drivers will have been installed automatically. To check that the devices are installed correctly, look in device manager and under USB_NEC Recorder make sure there is an entry for each unit that is connected.

Manually Installing the USB Driver

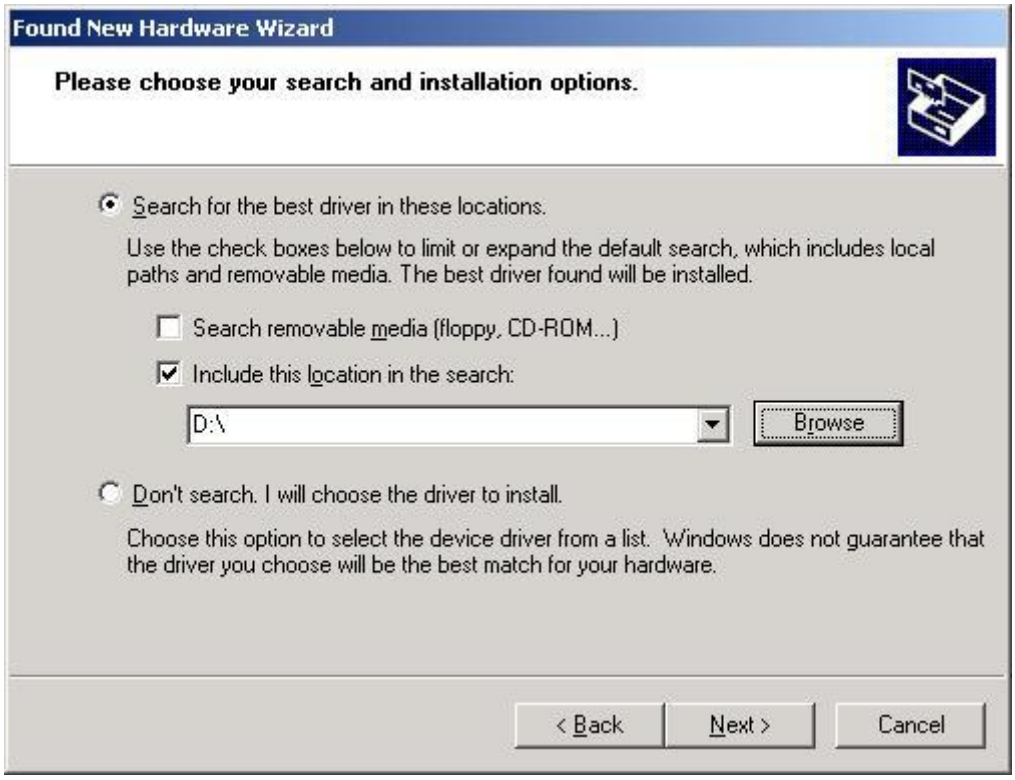
To install the driver manually for call recording unit, first connect the USB lead from the call recording unit to the PC. The found New Hardware Wizard will start. Select No, not this time and click next.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

Select install from a list or specific location (Advanced) and click next.

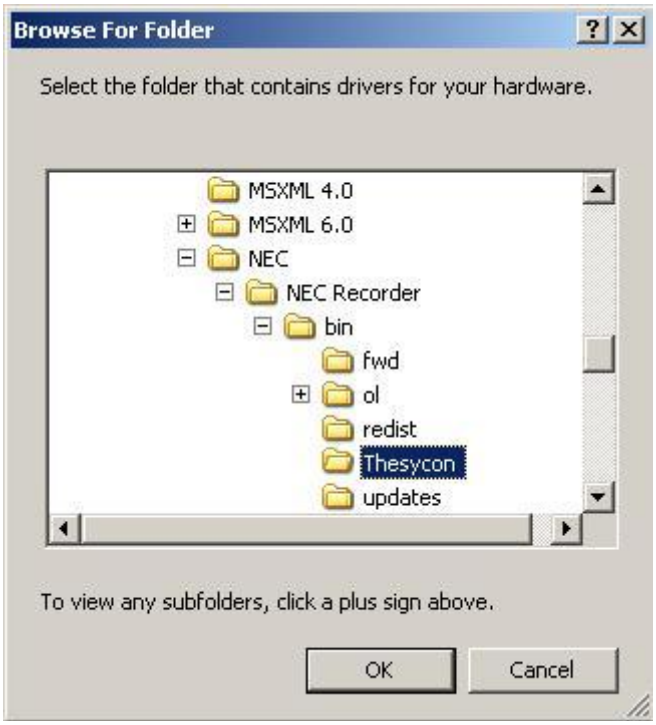

Found New Hardware Wizard
This wizard helps you install software for:
NEC Call Recording
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

Select ‘Include this location in the search’ and click browse

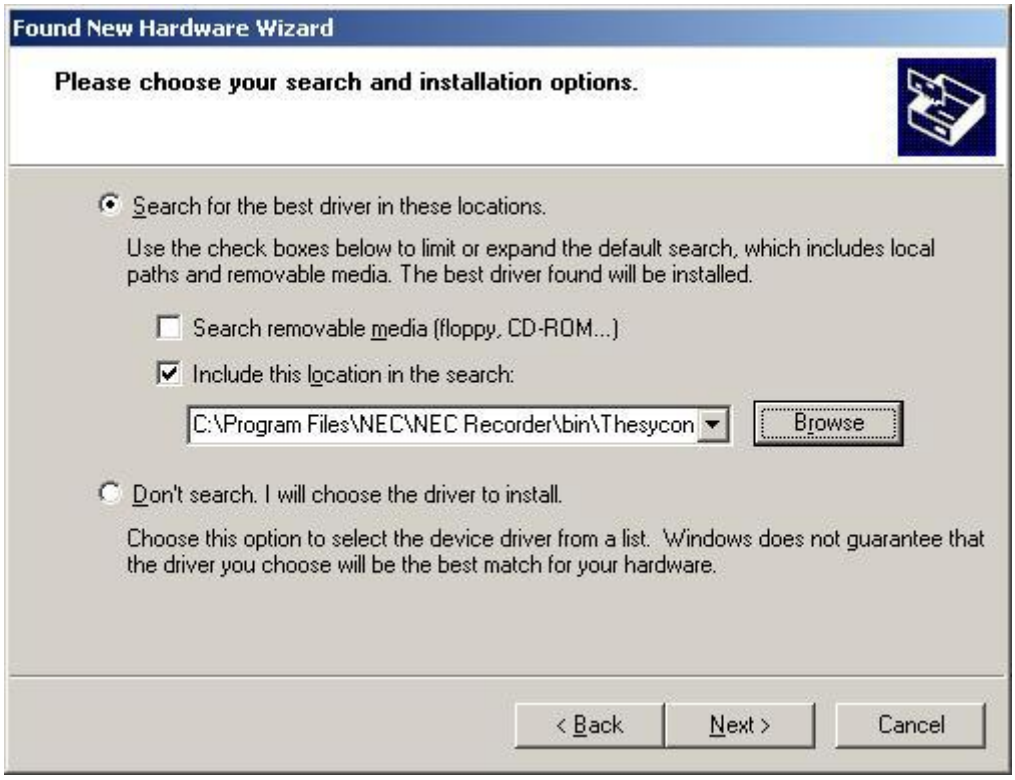

Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
D:\
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

Browse to the folder with contains the USB driver. The USB driver is contained in the \bin\Thesyscon folder underneath where the call recording software was install to.

The default location is ‘C:\Program Files\NEC\NEC Recorder\bin\Thesyscon’



The folder location the driver will be installed from will be displayed. At this point click next.


Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
C:\Program Files\NEC\NEC Recorder\bin\Thesycon
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

The driver for the unit will then be installed.

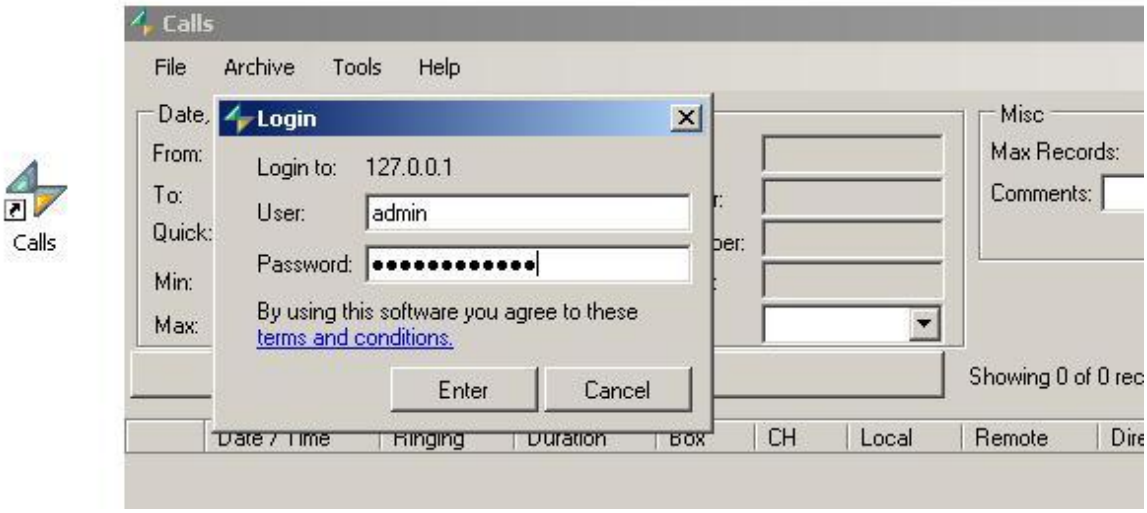
Found New Hardware Wizard
Please wait while the wizard installs the software...
Retell Call Recorder
Setting a system restore point and backing up old files in case your system needs to be restored in the future.
< Back
Next >
Cancel

Upon completion, click finish.

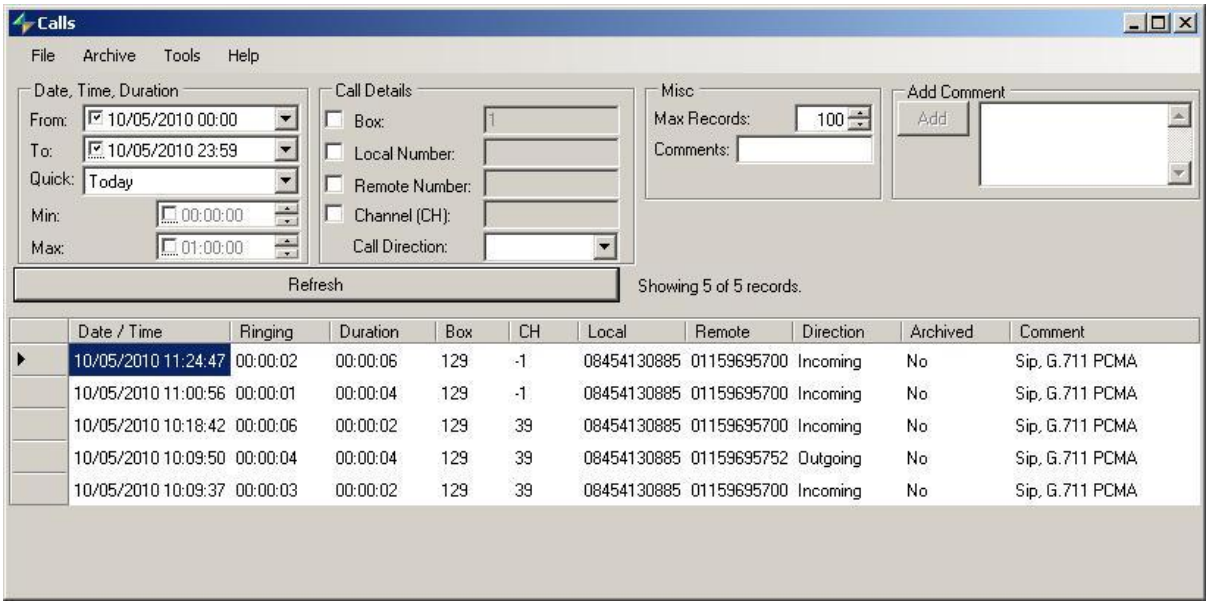
Once the installation of the USB device and recording software is complete, the USB/Serv status light will change green. If you are connecting multiple units then you will have to repeat the procedure to install the driver for each unit.

Using Sense

To Login to Sense, click the 'Calls' shortcut from the desktop of the call recording server. The default username is 'admin' and password 'callrecorder'.



When logged into Sense, you will see a list of calls that have been recorded and some details about the calls. To playback a call using Sense, double click on the call from the list and it will be played back. This is usually done using the MyCalls interface but it maybe neccesary to review the call list in Sense to confirm call recording is working as expected. Its important to establish with SIP calls that the direction of the call is correct, SIP calls can be identified as being listed with 'Box' number 129 and as having a comment stating the codec used for the call. If the direction of SIP calls show incorrectly, then it may be necessary to review the VoIP call recording configuration. Its possible to make calls and click the refresh button in Sense, this will allow you to see live call information to verify call recording is working. Live calls are highlighted in yellow in Sense.

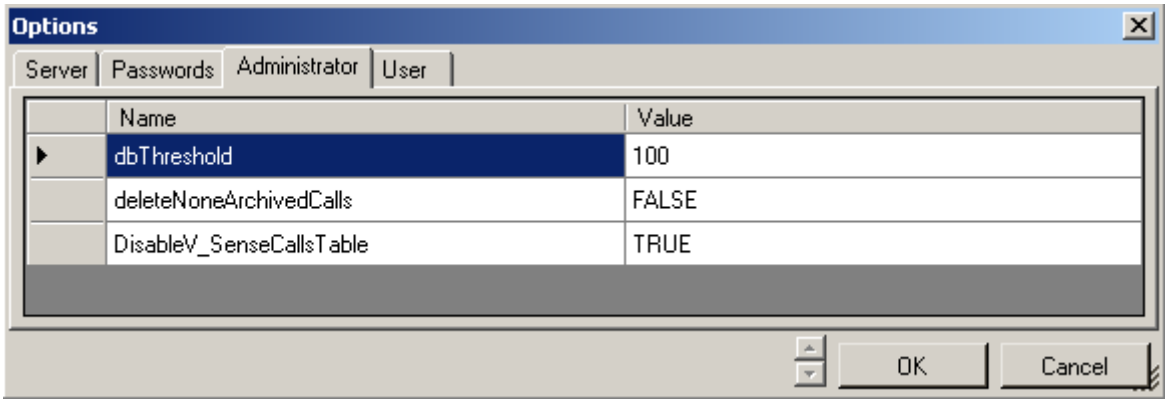

Calls
File
Archive
Tools
Help
Date, Time, Duration
From: 10/05/2010 00:00
To: 10/05/2010 23:59
Quick: Today
Min: 00:00:00
Max: 01:00:00
Call Details
Box:
Local Number:
Remote Number:
Channel (CH):
Call Direction:
Misc
Max Records: 100
Comments:
Add Comment
Add
Refresh
Showing 5 of 5 records.
Date / Time | Ringing | Duration | Box | CH | Local | Remote | Direction | Archived | Comment
10/05/2010 11:24:47 | 00:00:02 | 00:00:06 | 129 | -1 | 08454130885 | 01159695700 | Incoming | No | Sip, G.711 PCMA
10/05/2010 11:00:56 | 00:00:01 | 00:00:04 | 129 | -1 | 08454130885 | 01159695700 | Incoming | No | Sip, G.711 PCMA
10/05/2010 10:18:42 | 00:00:06 | 00:00:02 | 129 | 39 | 08454130885 | 01159695700 | Incoming | No | Sip, G.711 PCMA
10/05/2010 10:09:50 | 00:00:04 | 00:00:04 | 129 | 39 | 08454130885 | 01159695752 | Outgoing | No | Sip, G.711 PCMA
10/05/2010 10:09:37 | 00:00:03 | 00:00:02 | 129 | 39 | 08454130885 | 01159695700 | Incoming | No | Sip, G.711 PCMA

Configuring Recording of SIP Trunks

During the installation, there is an option to configure VoIP Recording. To change the configuration of the VoIP recording, you have to login to Sense and from the Tools menu, Select VoIP Options. Infomation on how to configure the VoIP options is available in the 'Configuring SIP Trunks to Be Recorded During the Installation' section of this manual. After making any changes to the configuration, you must click the save button to apply the changes. The Sense VoIP service will restart to apply the changes, any VoIP calls currently being recorded when the service is restarted will not be available for call playback.

Auto Deletion of Calls

By default 'Auto Deletion' of calls that have not been archived or backed up is turned on inside the Sense software. When the hard disk of where the data folder is located gets down to 10GB of disk space remaining it will start to delete older calls from the database. This clears space for new calls on the PC and will stop the hard disk from becoming full. If a call has been Auto deleted then it cannot be recovered. This feature can be turned off by logging into Sense and from the Tools menu, select Options. Type False in the value column next to 'deleteNoneArchivedCalls' and click OK to save the changes. In order to apply the change from the File / Service menu in Sense, click Stop Service and a few seconds later, click Start Service.



If the Auto Deletion is turned off then calls will have to be archived to prevent the hard disk from becoming full. Full detail on how to carry out archiving using the MyCalls application is provided later in this manual.

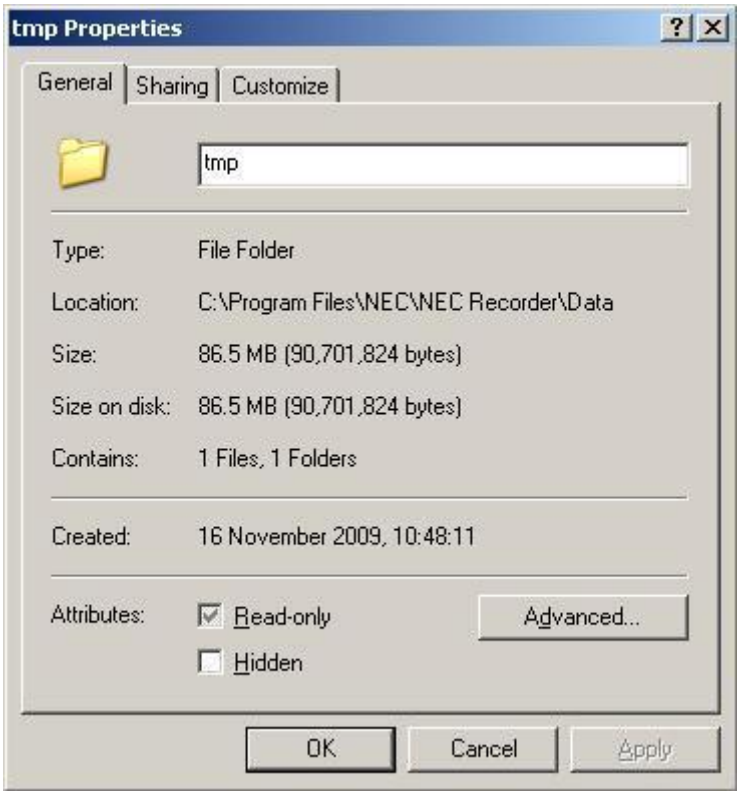
Upgrading from Older versions of Call Recording Software

To upgrade from Sense 2.3.4.737 to any other version, you will just need to extract the new version of software that will be installed. Without un-installing the old version, start the installer of the new version. The software will be upgraded automatically using the existing file structure.

To upgrade from older versions of Sense i.e. pre 2.3.4.737 then you will need to remove the old software first. In Control Panel / Add and Remove Programs, remove the existing Sense applications and then start the installation of the new software. During the installation, select the required folders for the different areas of the application as described in the 'Installing the Call recording software' section of this manual.

Disabling Encryption on the 'TMP' Folder

When live calls are being recorded, they are stored in the 'TMP' folder on the call recording server. Depending on which options are selected during the install, the TMP folder may be encrypted (further details are available in the 'installing the call recording software' section of this manual. To check or disable encryption on the TMP folder, find the Data folder and right click the 'tmp' folder then select Properties. In the properties window, click the advanced button in the lower right hand section.

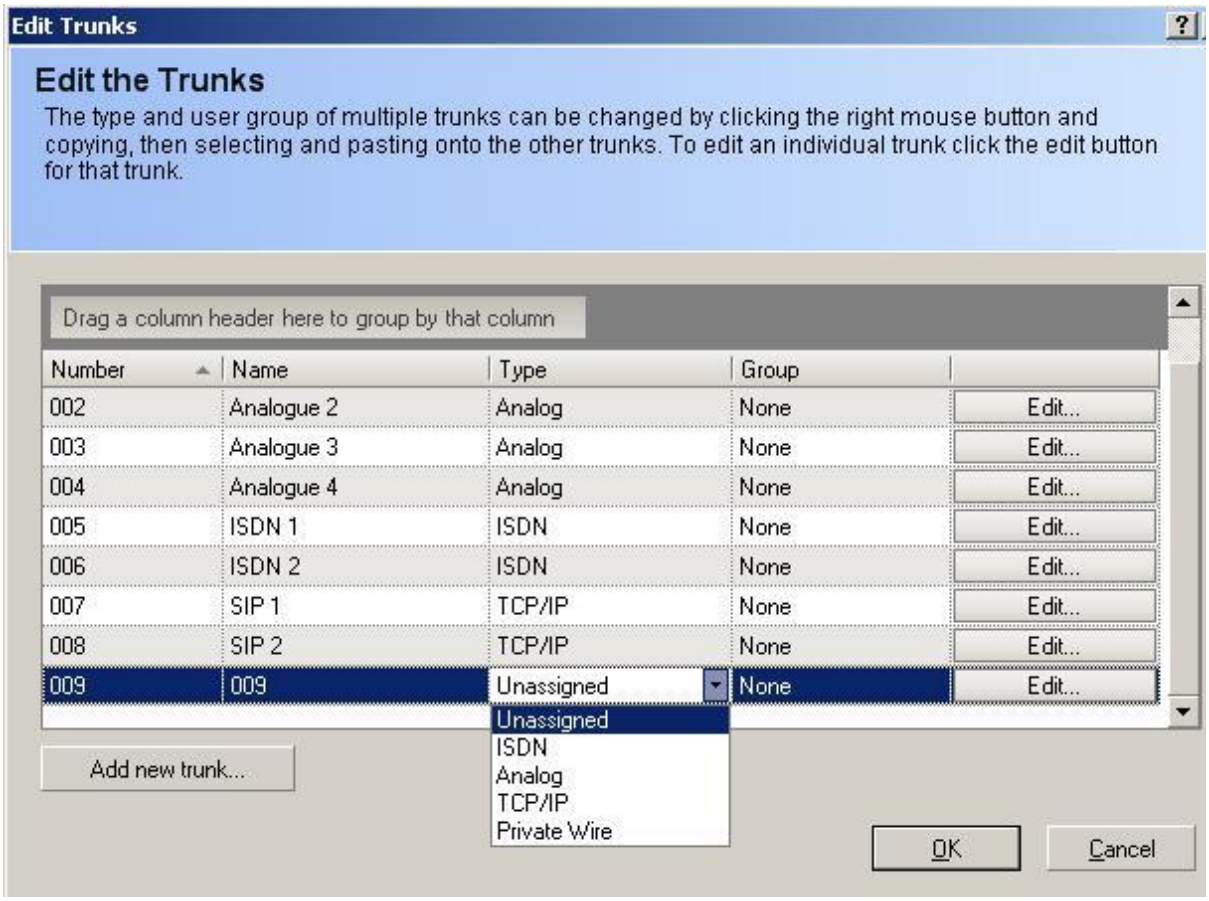


In the Advanced Attributes windows, un-check the 'Encrypt contents to secure data' option and click OK to save the changes.

Advanced Attributes
Choose the settings you want for this folder
When you apply these changes you will be asked if you want the changes to affect all subfolders and files as well.
Archive and Index attributes
Folder is ready for archiving
For fast searching, allow Indexing Service to index this folder
Compress or Encrypt attributes
Compress contents to save disk space
Encrypt contents to secure data
Details
OK
Cancel

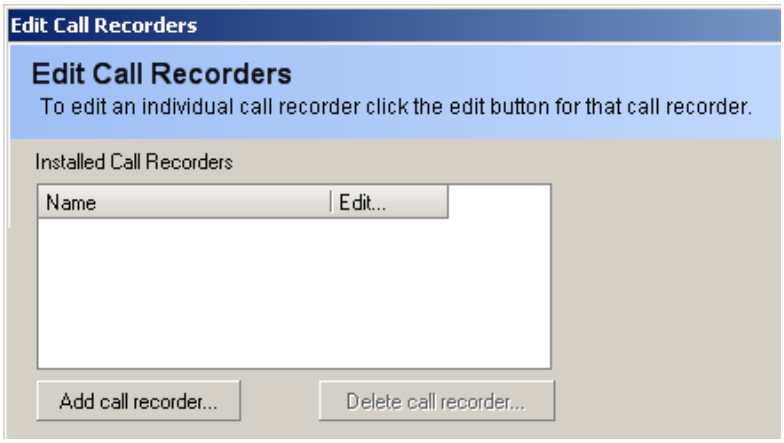
MyCalls Configuration

Before you can configure MyCalls to use call recording, you must have a call recording license installed. On the SV8100 this is usually installed on the SV8100 and read into MyCalls. Refer to the Licensing section of this manual for further details. The licensing is broken down into on a per trunk and per trunk type basis. If you have 4 Analogue trunks, 8 PRI trunks and 8 SIP trunks, then trunk types have to be correctly set in MyCalls. To look at the configured trunk types, login to MyCalls and click Configure > Telephone System > Devices > Trunks. For each trunk number, the trunk type can be specified using the drop down menu. SIP trunks should be specified as TCP/IP trunks.

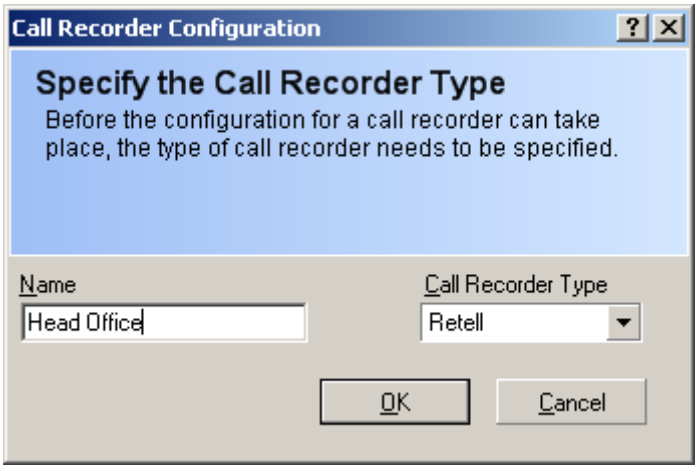

Edit Trunks
Edit the Trunks
The type and user group of multiple trunks can be changed by clicking the right mouse button and copying, then selecting and pasting onto the other trunks. To edit an individual trunk click the edit button for that trunk.
Drag a column header here to group by that column
Number
Name
Type
Group
002 Analogue 2 Analog None Edit...
003 Analogue 3 Analog None Edit...
004 Analogue 4 Analog None Edit...
005 ISDN 1 ISDN None Edit...
006 ISDN 2 ISDN None Edit...
007 SIP 1 TCP/IP None Edit...
008 SIP 2 TCP/IP None Edit...
009 009 Unassigned None Edit...
Unassigned
ISDN
Analog
TCP/IP
Private Wire
Add new trunk...
OK
Cancel

To enable MyCalls to playback recorded calls, run the MyCalls application, if you have any users configured you must login to the application as a PBX administrator. From the menu, click Configure / Telephone system, select the PBX you are configuring recording, select Call Recording and click Edit Call Recorder Configuration.

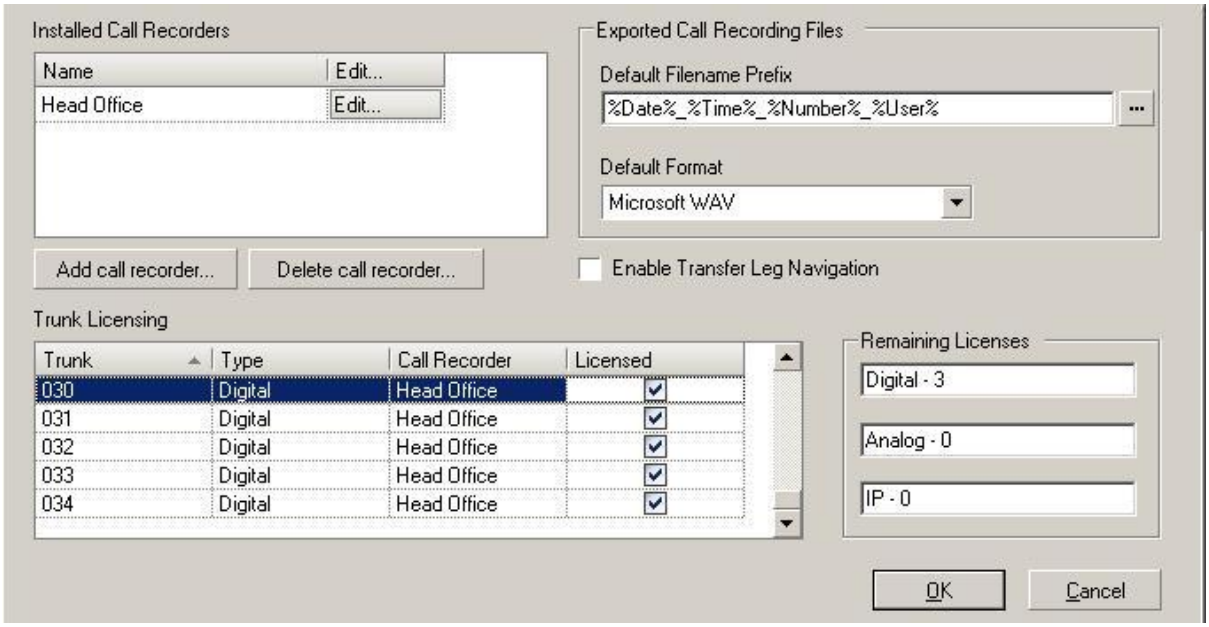
In the Edit Call Recorders window, click Add Call Recorder. By adding a recorder you are telling MyCalls about a PC that is running the call recording software. That PC can have several recorders attached to it.



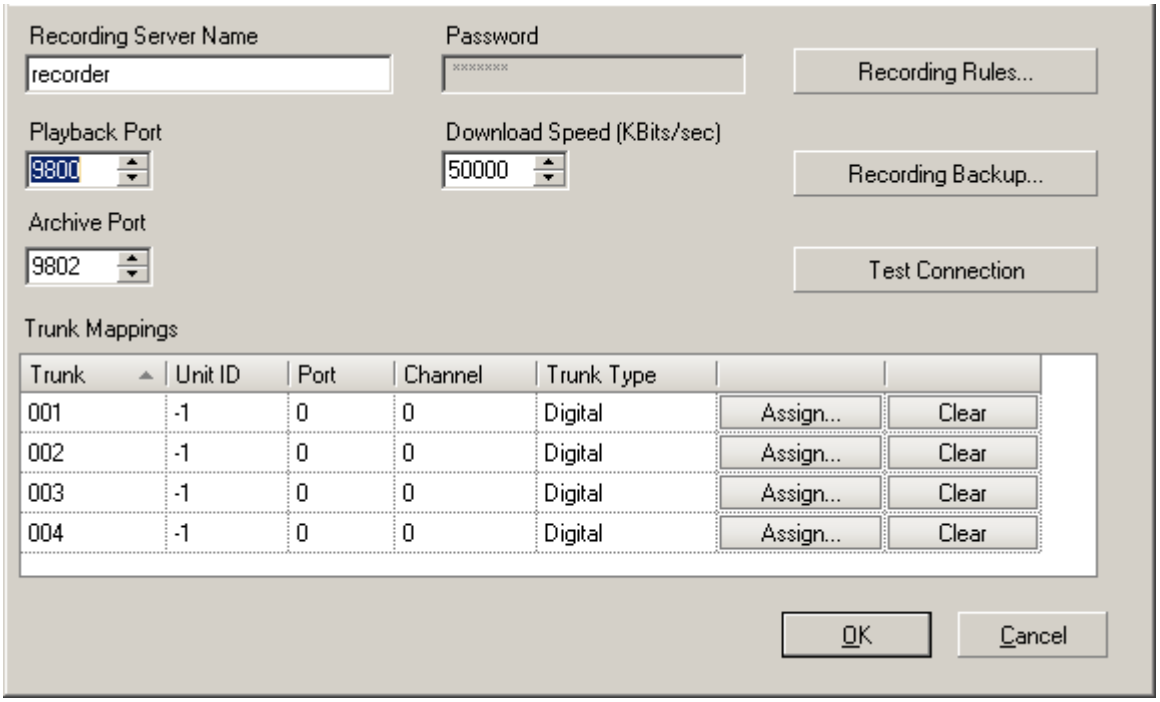
Select Retell from the drop down menu and enter a meaningful name for the recorder then click ok.


Call Recorder Configuration
Specify the Call Recorder Type
Before the configuration for a call recorder can take place, the type of call recorder needs to be specified.
Name
Head Office
Call Recorder Type
Retell
OK
Cancel

The call recorder will be listed in the Installed Call Recorder section. In the lower Trunk Licensing section, click the Call Recorder field next to each trunk and select the call recorder that will be associated with that trunk. To license each trunk for call recording, you will need to enable the check box in the licensed column. To check or change the trunk type, click Configure / Telephone System / PBX's / PBX / Devices / Trunks / Create or Edit. Any trunks that are not licensed will not be recorded.



Once the trunk licensing is configured, click the edit button next to the recorder that was added in Installed Call Recorders. Enter the name of the PC that has the call recording software installed and click Test Connection.



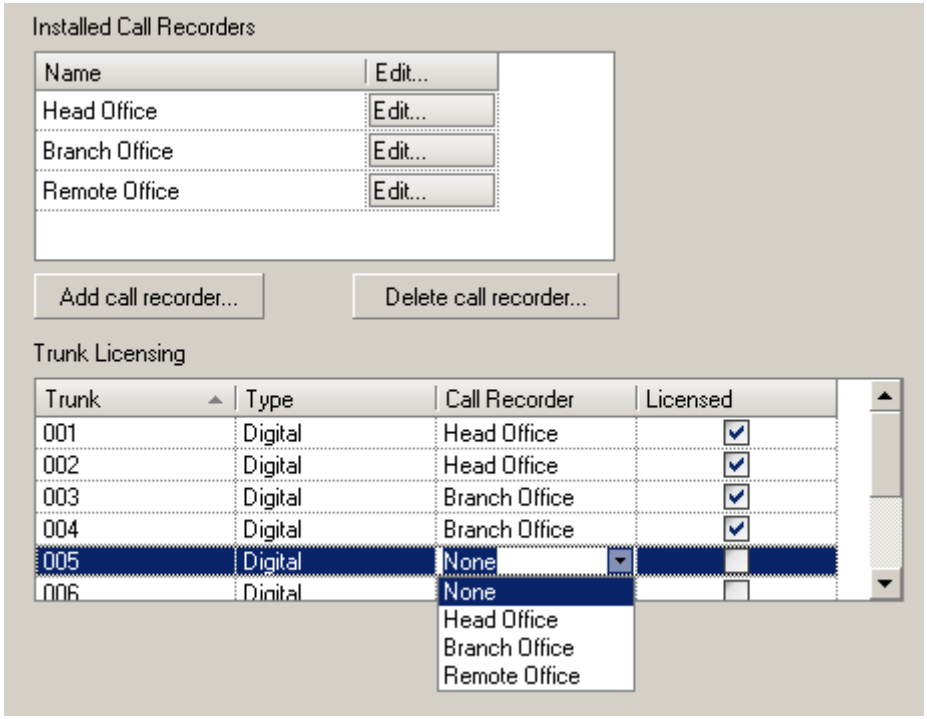
If the test is successful then MyCalls can communicate with the call recording database. Click ok to clear down the message.

Retell Configuration
The database connection was successfully tested. If playback does not work, make sure that the Password has been correctly entered.
OK

Click OK twice to save the call recording configuration.

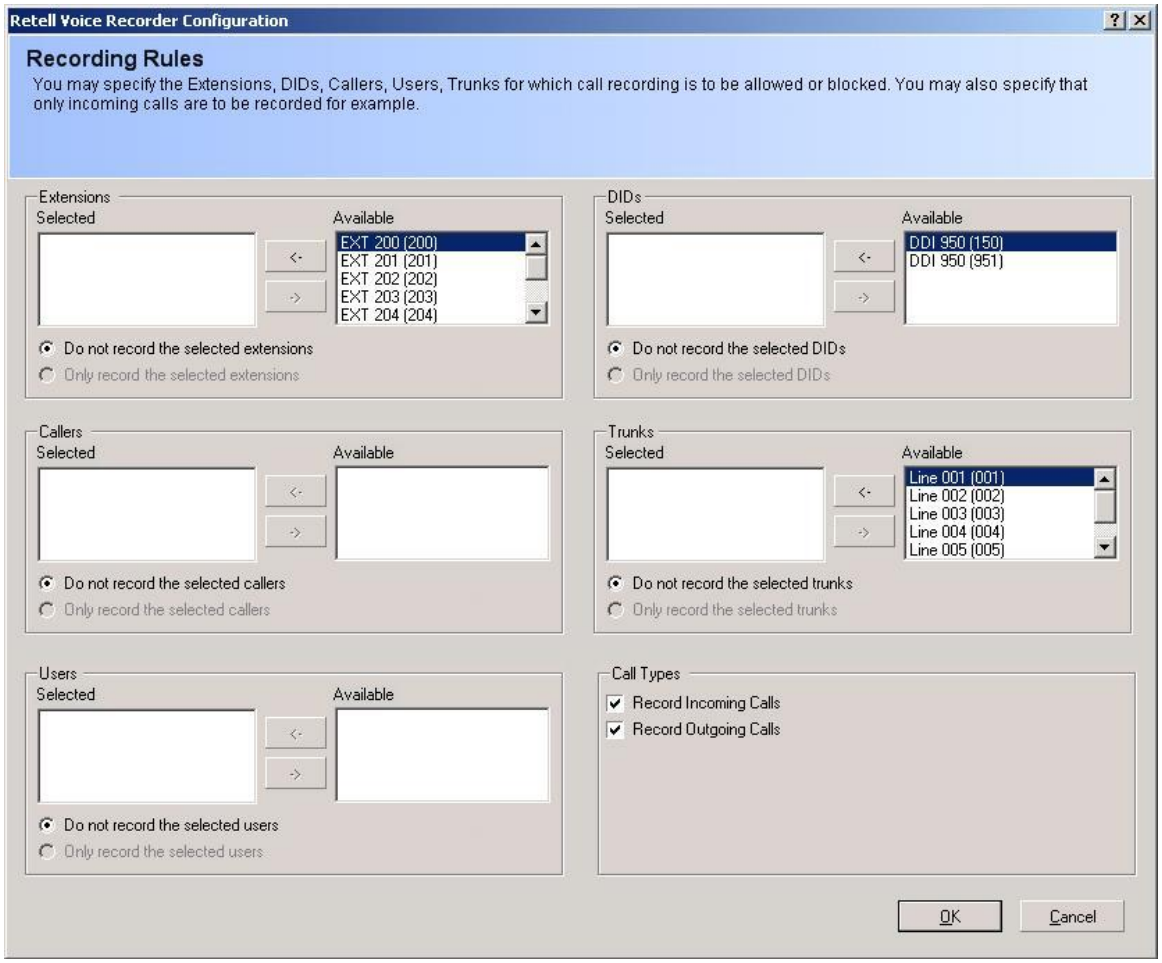
Netlink and Call Recording

When MyCalls is used with Netlink, there needs to be the appropriate MyCalls licenses installed on the SV8100. A Netlink Node license should be installed for each remote Secondary system. When Netlink is used over a number of remote sites and call recording is required, a physical call recording unit will have to be installed at the remote site. The call recorder and software would be installed as normal and then MyCalls has to be configured to be aware of the remote call recorder installation. In the call recording configuration, multiple recorders can be added to the list of installed call recorders. Once all of the recorders have been added, you can click the edit button and configure each call recording server. In the Trunk Licensing section, click on the drop down menu for each trunk and assign it to the appropriate call recorder.



Configuring Call Recording Rules

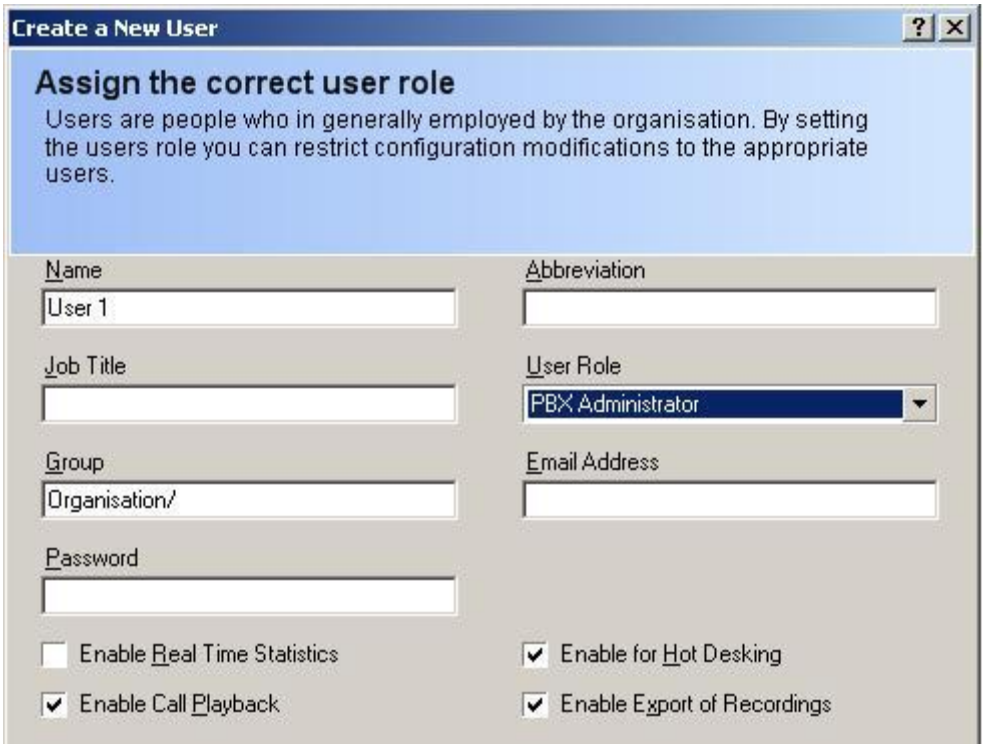
To exclude certain types of calls from being recorded, click the Recording Rules button in the call recorder configuration screen.



Extensions, DDI's, Callers, Trunks and Users can all be included or excluded from being recorded as required. Add devices to the selected list and choose 'Do Not record the selected devices' or 'Only record the selected extensions.' You can also decide if to include incoming only, outgoing calls only or both.

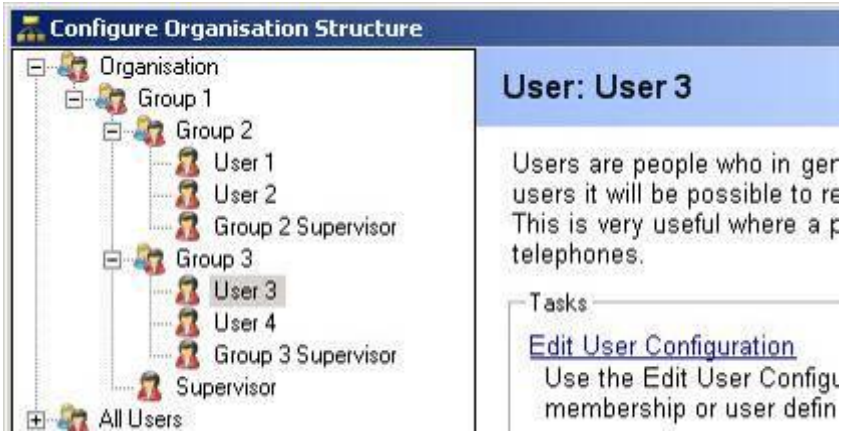
Call playback users and groups

By default if no users are created in MyCalls, you will be able to playback calls. Once you create any users, you must login to the MyCalls application as a user. When creating users, an Administrator account should be created. Any users that are created and want to play back calls, the users must be enabled for call playback. In Configure / Organisation click create new user or edit an existing user. To give a user the ability to playback calls, check the 'Enable Call Playback' box, to allow users to be able to export call, check the 'Enable Export of Recordings' and click OK to save any changes.

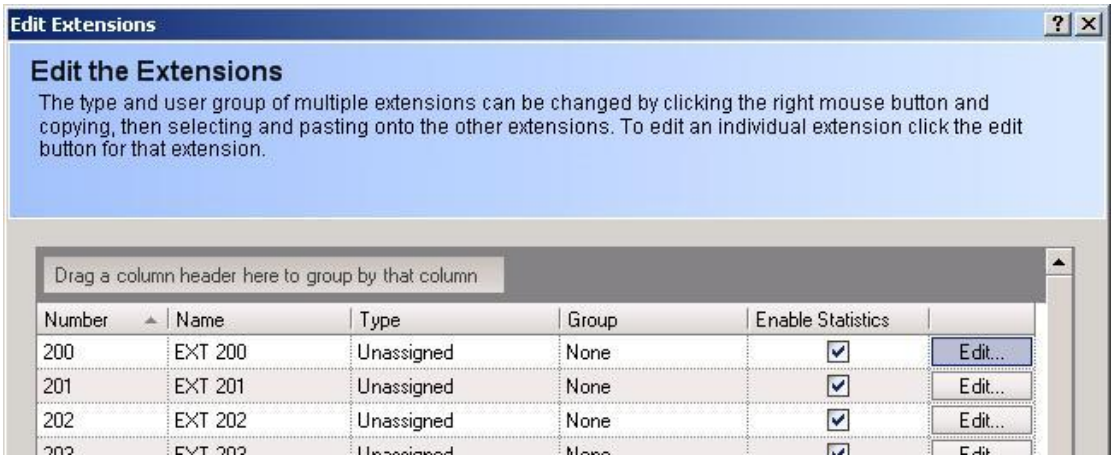


It is also possible to setup hierarchal type permissions to allow certain users to only playback calls from their group. In the example below, the highest level group is called group 1 and in that group, there is a user call Supervisor. The user supervisor can playback any calls from any calls associated to Group 2 and Group 3.

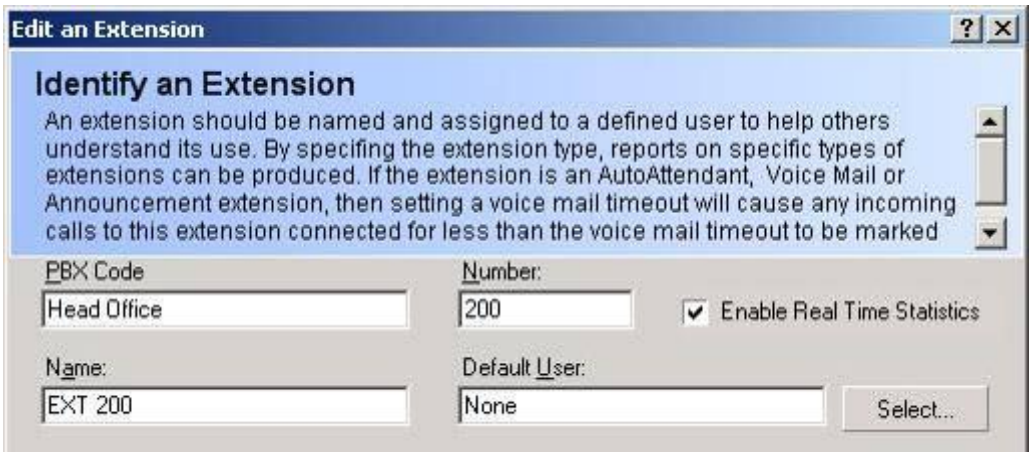
The user Group 2 Supervisor can only playback calls in the group named group 2. The same principle applies to the user Group 3 Supervisor, it can only playback calls for users in group 3.



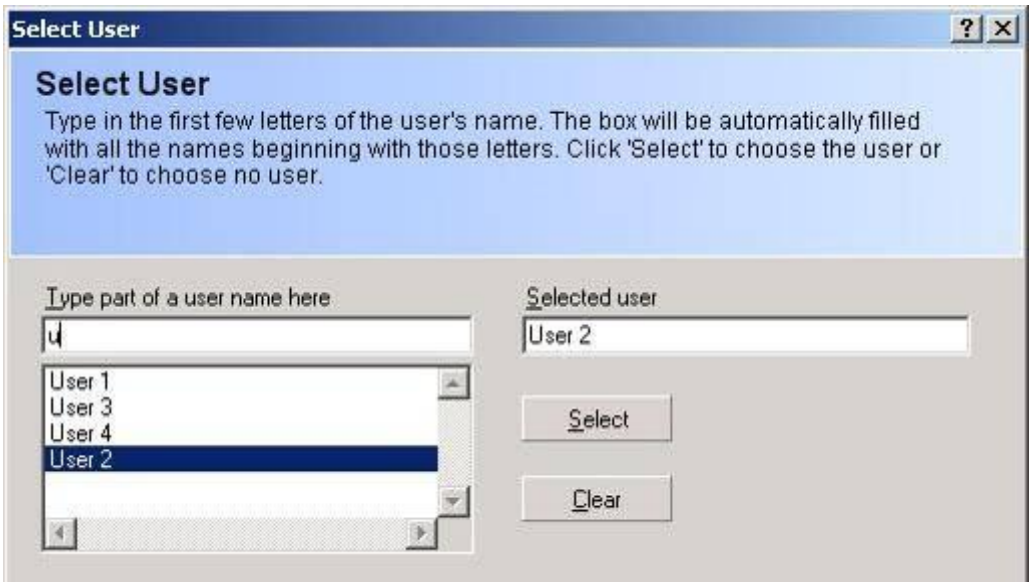
For the Hierarchal user structure to work correctly, the users must be assigned to extensions. To assign a user to an extension, go to configure / telephone system and edit an extension.



Click edit against the extension you wish to assign to a user

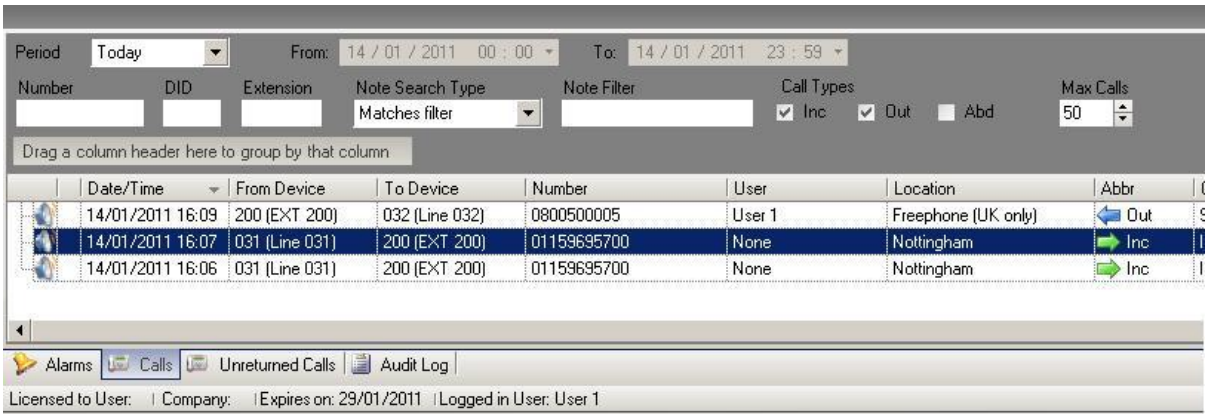

Edit an Extension
Identify an Extension
An extension should be named and assigned to a defined user to help others understand its use. By specifing the extension type, reports on specific types of extensions can be produced. If the extension is an AutoAttendant, Voice Mail or Announcement extension, then setting a voice mail timeout will cause any incoming calls to this extension connected for less than the voice mail timeout to be marked
PBX Code
Head Office
Number:
200
Enable Real Time Statistics
Name:
EXT 200
Default User:
None
Select...

Click the select button to choose a user. You can begin to type in the user name to lookup and names stored in the MyCalls database. Select the user and click OK.


Select User
Select User
Type in the first few letters of the user's name. The box will be automatically filled with all the names beginning with those letters. Click 'Select' to choose the user or 'Clear' to choose no user.
Type part of a user name here
u
Selected user
User 2
User 1
User 3
User 4
User 2
Select
Clear

Playing back calls

From the view menu, select Call Records View. By default the call records view will display the last 50 calls for the current day. Calls that have been recorded will show a speaker icon meaning they have been recorded. To play a call that has been recorded, double click the speaker icon on the call record.



After you have double clicked the speaker, the player will load and play the call.

For further information on using the call player, refer to the MyCalls end user guide, chapter 7.

Archiving Recorded Calls

Archiving of recorded call is necessary in order to create backups of recorded calls and to prevent the hard drive on the call recording server from becoming full when auto deletion of turned off. With autodeletion turned off, the call recorder will keep on recording calls until there is 10GB of available disk space remaining on the PC. When there is 10GB of disk space remaining the call recording software will start to delete the oldest recorded calls that have been archived. If archiving has not been configured, then when the PC gets down to 2GB of space remaining, it will stop recording. All archiving that is carried out has to be done on a media local to the call recording server. If configured, MyCalls can inform you via an email if the backup ever fails. Should a user attempt to playback a call that has been archived and subsequently deleted, MyCalls will prompt for the media that it was archived on to the be inserted. Archives can be run either manually or can be scheduled to run automatically.

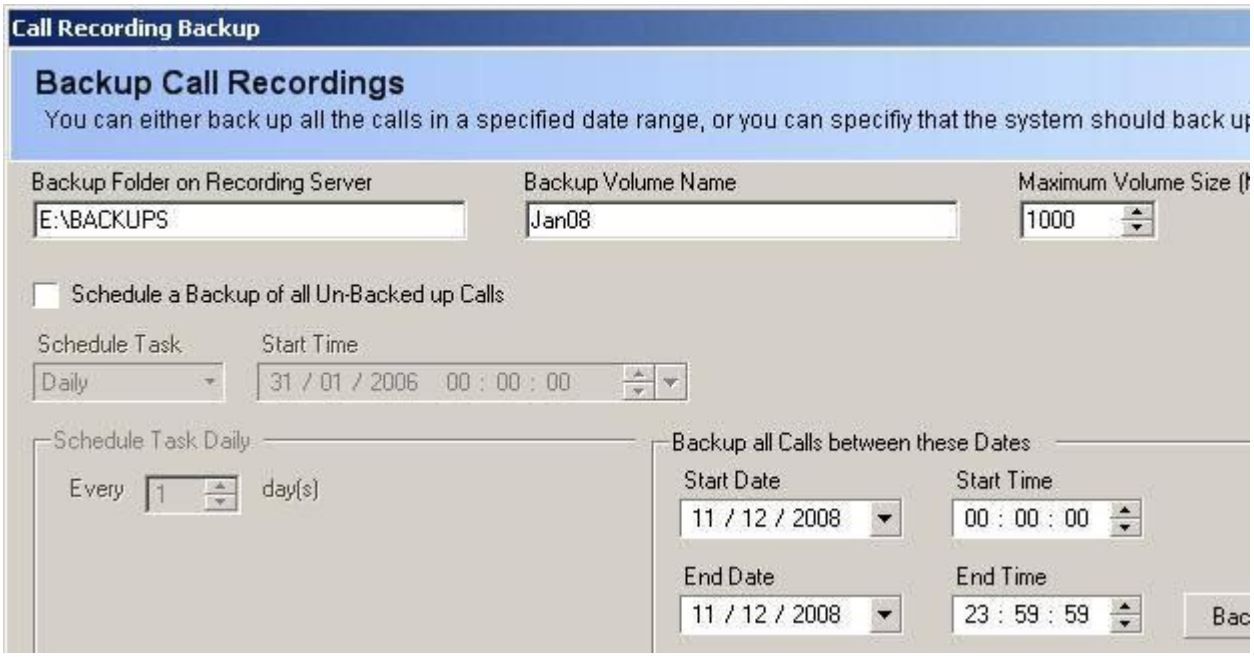
Different types of media can be used for calls to be archived on to. The media used to archive on to should be local to the PC that is running Sense. So long as the operating system can access the drive and perform a copy and paste to the archive drive, the archive procedure should work fine. The purpose of these archives is to stop the hard disk from running out of space. As part of a disaster / recovery type situation, a backup of these archives should be made and stored in a suitably secure location.

Media	Overview
DVD RAM	Needs to have a DVD RAM drive installed. Single sided DVD RAM disks can store up to 4.7GB of data so ideal for lower call volume. Once the disk has been removed from the PC it can be safely stored away until needed. If the disk is stored away correctly and safely, there is little chance of it ever becoming damaged. The DVD RAM drive and disks are relatively inexpensive to buy. Copies of the archives on the DVD RAM disks can be easily made and stored offsite.
Mass Storage Device	Examples of Mass storage devices are USB Memory keys or external USB Hard drives. The size of these volumes can be in excess of 500GB so can hold large amounts of data. Using a device with a large storage capacity will need to be changed less often but will increase the vulnerability of the data on the drive. If the mass storage device should fail for any reason and the data was not recoverable then any calls that needed to be played from this device would be inaccessible. As you are dealing with typically larger amounts of data it can also take longer to create off site backups.
Other removable media solutions	For example a drive can sit inside a PC and archives could be carried out to a media in that drive. Once that media is full, it can be ejected and replaced with another. Different capacities drives can be used based upon call volume and give a compromise in storage space between DVD RAM and a typical Mass Storage Device.

Any archiving that takes place it always relative to the call recording server. If MyCalls and the call recording software are on separate PC's then the backup media should be connected to the call recording server and not the MyCalls PC. MyCalls instructs the call recording software to perform a backup.

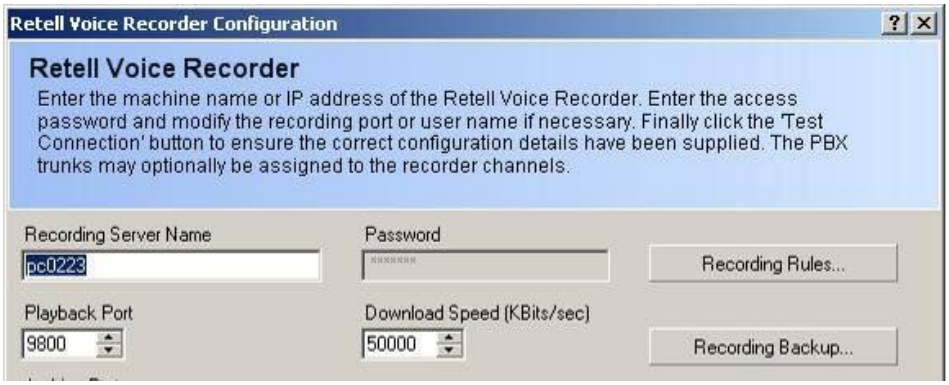
Volume Names

When archives are configured to run, a backup volume name has to be entered. This backup volume name is appended to the backup folder name that is specified. If an archive was carried out for example for all call recordings in August 2008 then the volume name for that backup should be identified as something like Aug08. The media that is used should be labelled as volume Aug08. If a call that is archived on to this media and had been deleted from the Sense PC and a user requests to play it, MyCalls will prompt for the media Aug08 to be inserted. When an archive media becomes full, it should be removed from the Sense PC. The administrator should then get the new media ready and decide on the new volume name. The volume name should be changed in the Backup Volume Name section of the Backup Call Recordings configuration page. The media should be the labelled with the new name and inserted in the Sense PC. The Maximum Volume Size can also be configured, the Maximum Volume Size is the size a volume will grow to before its name is changed. For example the settings show in the screenshot below would firstly backup toe:\backups\Jan08.0000 once the folder jan08.0000 reached a size of 1000MB, another folder would be created called e:\backups\Jan08.0001 and this process will keep incrementing every time the folder reaches 1000MB in size. The purpose of this is to stop the number of files contained in the volumes becoming too high.

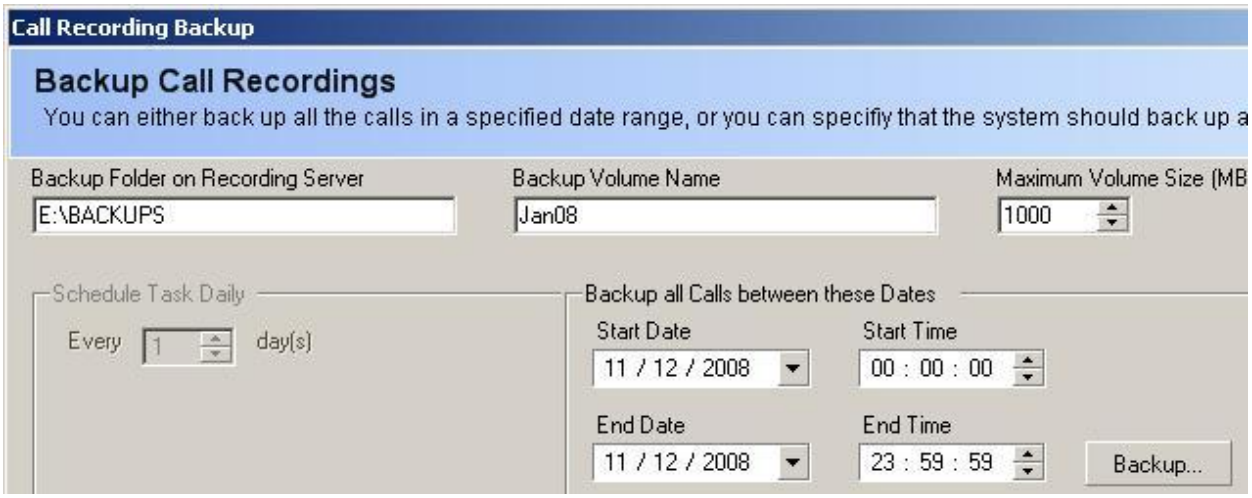

Call Recording Backup
Backup Call Recordings
You can either back up all the calls in a specified date range, or you can specifiy that the system should back up
Backup Folder on Recording Server
E:\BACKUPS
Backup Volume Name
Jan08
Maximum Volume Size (M
1000
Schedule a Backup of all Un-Backed up Calls
Schedule Task
Daily
Start Time
31 / 01 / 2006 00 : 00 : 00
Schedule Task Daily
Every 1 day(s)
Backup all Calls between these Dates
Start Date
11 / 12 / 2008
Start Time
00 : 00 : 00
End Date
11 / 12 / 2008
End Time
23 : 59 : 59
Bac

Manual Call Recording Archiving Using MyCalls

A manual archive can be instigated using the MyCalls backup facility. From the Configure / Telephone System / PBX select Call Recording and edit the call recorder configuration. From the call recorder configuration screen, click the Recording Backup button.


Retell Voice Recorder Configuration
Retell Voice Recorder
Enter the machine name or IP address of the Retell Voice Recorder. Enter the access password and modify the recording port or user name if necessary. Finally click the 'Test Connection' button to ensure the correct configuration details have been supplied. The PBX trunks may optionally be assigned to the recorder channels.
Recording Server Name
pc0223
Password
Recording Rules...
Playback Port
9800
Download Speed (KBits/sec)
50000
Recording Backup...

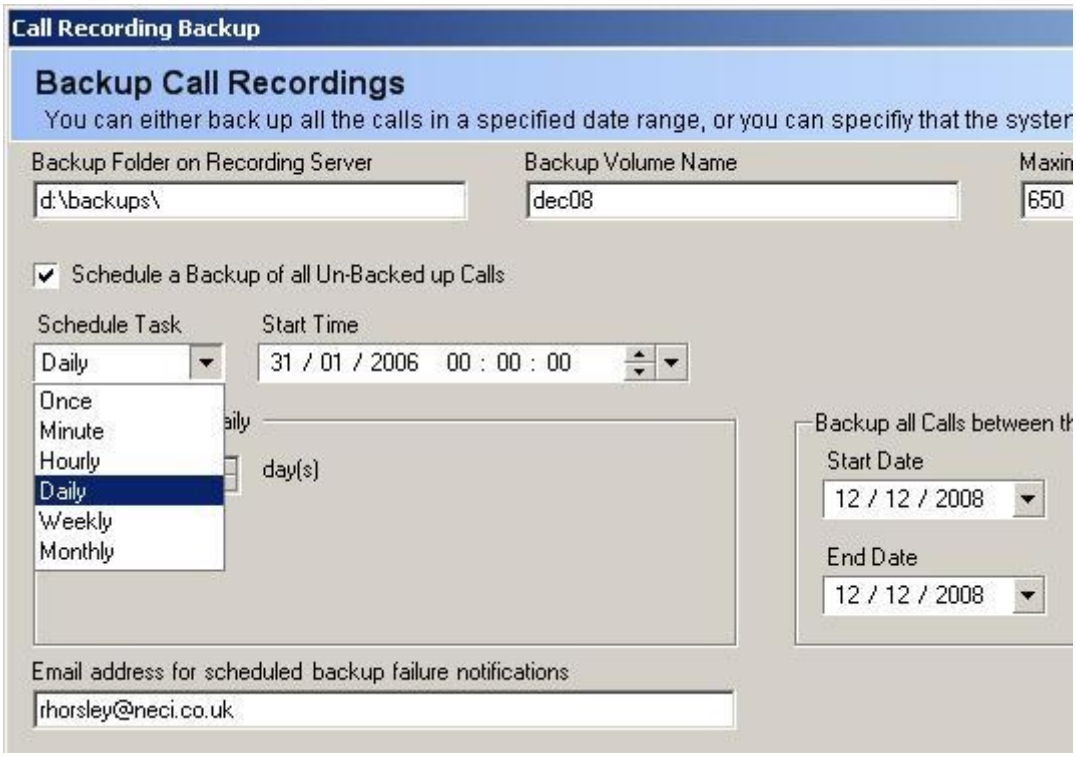
In the 'Backup Folder on Recording Server' enter the path and folder that the backups should be archived to. Enter a name for the Volume of the backup. Select the Start Date / Time and End Date / Time and click the Backup button to start the backup procedure.



If any errors are encountered during the backup, they will be displayed in the MyCalls application. A progress indicator will be displayed as the backup is carried out, to abort the backup operation, click cancel.

Scheduled Archiving

Scheduled archiving can be used to automate the archiving procedure. To enable a scheduled archive, select 'Schedule a Backup of all Un-Backed up Calls' and from the Schedule Task drop down menu choose how often the archive should run. In the Start Time, enter the date the schedule should run from and the time it should run at. If any errors are encountered during the archiving procedure they will be reported in the audit login in MyCalls. An email address can be entered so that when any errors are generated, they can be emailed out to the backup administrator. In order for the email notifications to work the Email Server Settings should be configured in the Configure / System Settings / Email Server menu.



After setting up any scheduled backups, click ok twice to save the new configuration. Once a media is replaced, it is good practice to change the backup volume name in the in the call recording configuration.

Exact Channel Mapping

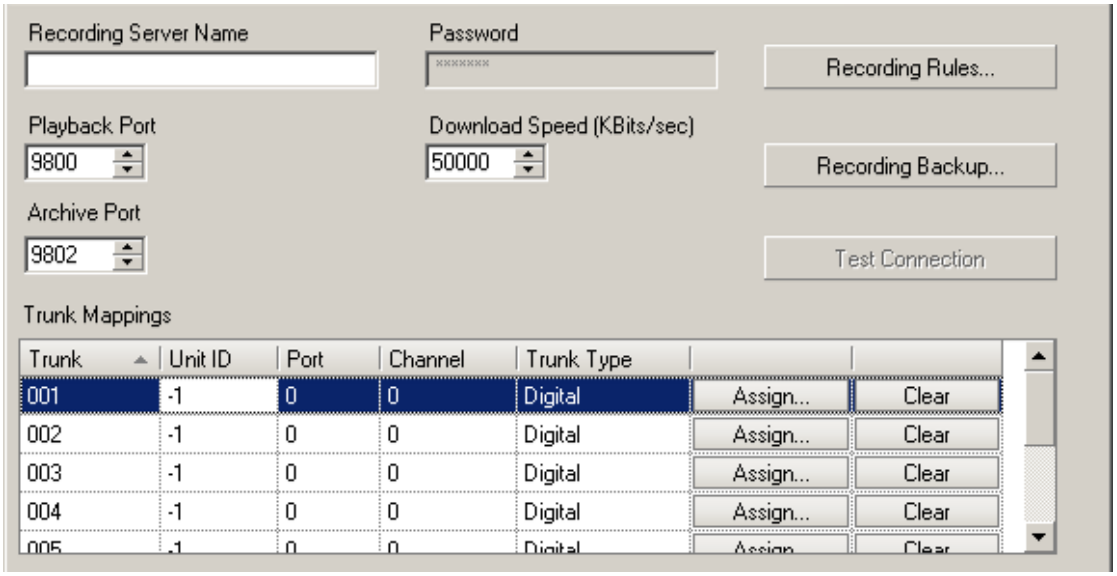
MyCalls uses a best effort matching system to tag calls in the recorded calls database with calls in the MyCalls database. In some circumstances MyCalls cannot guarantee to correctly match the correct call in the two databases. In order to get around this problem Exact Channel Mapping can be used. Exact Channel Mapping is recommended for sites that take a large number of calls on one particular DDI or where multiple Call Recording units are used. Exact Channel Mapping works by each trunk number in MyCalls being mapped to its corresponding ISDN channel number. Where multiple call recording units are being used, each unit must be given a unique ID (CSID.) Where exact channel mapping is used and configured correctly, the match rate will be 100% accurate. If it is incorrectly setup all calls will be incorrectly matched.

Single PRI Unit

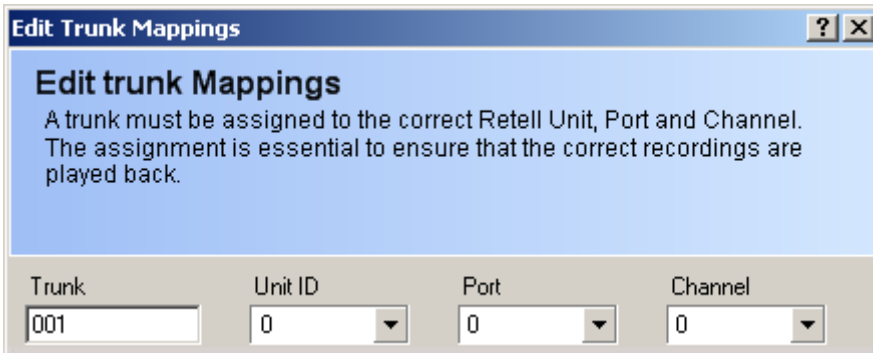
When a single PRI unit is being used you need to assign a Unit ID, Port number and Channel Number to a Trunk Number in MyCalls. Unless multiple units are being used, the unit ID will always be 0. The port number is always the same as the channel number.

With Primary Rate ISDN the Channel Numbers run sequentially from 0-29, channel 0 will be trunk 1, channel 1 will be trunk 2 and so on.

In MyCalls go to the Configure / Telephone System / Edit PBX and edit the Call Recorder configuration.



Click the *Assign* button next to trunk 1 and assign Unit ID to port 0 and channel 1.



The following table shows how to configure the other trunks.

SV8100 Trunk Number	Unit ID	Port	ISDN Channel
1	0	0	0
2	0	1	1
3	0	2	2
4	0	3	3
5	0	4	4
6	0	5	5
7	0	6	6
8	0	7	7
9	0	8	8
10	0	9	9
11	0	10	10
12	0	11	11
13	0	12	12
14	0	13	13
15	0	14	14
16	0	15	15
17	0	16	16
18	0	17	17
19	0	18	18
20	0	19	19
21	0	20	20
22	0	21	21
23	0	22	22
24	0	23	23
25	0	24	24
26	0	25	25
27	0	26	26
28	0	27	27
29	0	28	28
30	0	29	29

Configure all the trunks as required and click OK to save the changes to the recorder configuration, then OK to save the changes to the PBX configuration. Once configured, you should make a call on each trunk to make sure the exact Channel Mapping is working as expected.

Single BRI Unit

The same concept applies to Basic rate, with a single BRI unit to assign a Unit ID, Port number and Channel Number to a Trunk Number in MyCalls. Unless multiple units are being used, the unit ID will always be 0. The port number is always the same as the channel number.

With Basic Rate ISDN the Channel Numbers run sequentially from 0-7, channel 0 will be trunk 1, channel 1 will be trunk 2 and so on.

SV8100 Trunk Number	Unit ID	Port	ISDN Channel
1	0	0	0
2	0	1	1
3	0	2	2
4	0	3	3
5	0	4	4
6	0	5	5
7	0	6	6
8	0	7	7

Single Analogue Unit

Assuming the trunk numbers run sequentially from 1-8 then the channel mapping would be configured as follows.

SV8100 Trunk Number	Unit ID	Port	Channel
1	0	0	0
2	0	1	1
3	0	2	2
4	0	3	3
5	0	4	4
6	0	5	5
7	0	6	6
8	0	7	7

SIP Trunk Call Recording

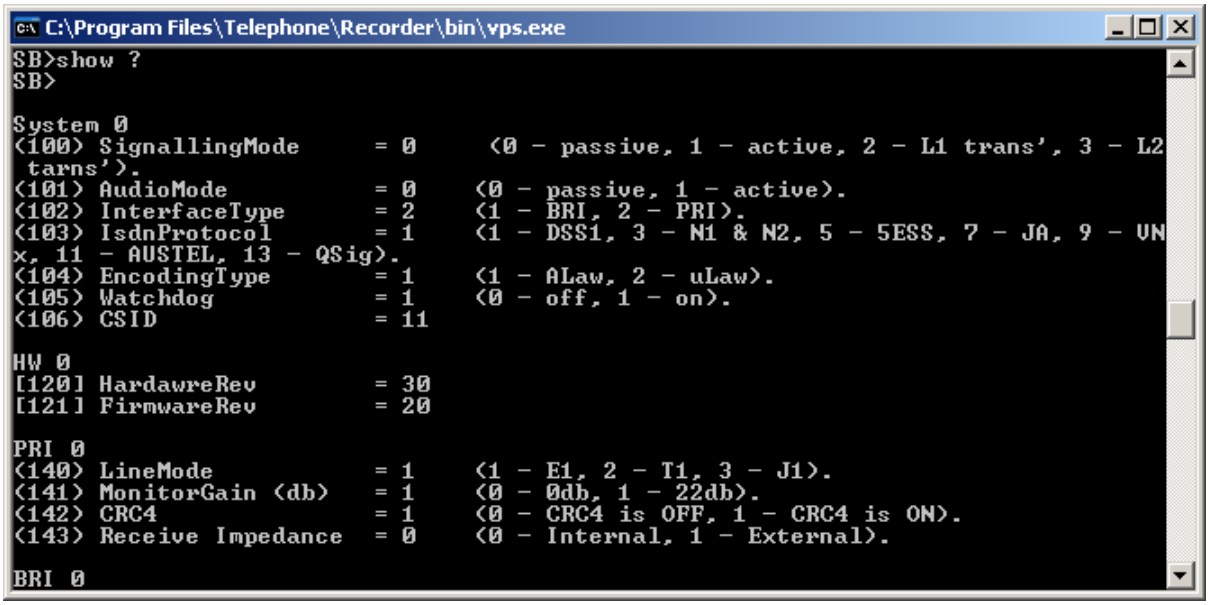
In order to use channel mapping with SIP Trunk call recording, you must have SV8100 R4 software or above installed on the SV8100. Slightly different to the way channel mapping works on SIP recording, when a call SIP call is made, the trunk number that the call is made on is stored in the Sense database. MyCalls can then match calls using the trunk number is was made on. SIP calls always has a fixed Unit ID of 129 that cant be changed. If many SIP trunks are connected to one call recording PC then then unit ID will always be 129 and the Port and Channel will always be the same as the trunk number. Some examples are shown below:

SV8100 Trunk Number	Unit ID	Port	Channel
1	129	1	1
2	129	2	2
50	129	50	50
51	129	51	51
140	129	140	140
141	129	141	141

Multiple Units

When using multiple units, the same concept applies to the Channel Mapping for each trunk on the PBX. The only difference is each Call Recording unit must be given a unique ID; this would usually be 0, 1, 2, or 3 as applicable. By default each unit comes with unit ID 0. The following procedure describes how to change the ID of a Call Recording unit.

1. Unplug the USB leads for all Call Recording units and plug in the unit that you want to set the ID on.
2. Leaving the lines connected through the TAP connector, disconnect the 'In' and 'Out' connectors from the front of the call recording unit.
3. Browse into the Sense installation folder and then into the 'BIN' sub folder. In there, double click the 'Stop Service' shortcut. A black window will appear and then automatically close down when the service is stopped.
4. In the 'BIN' folder, double click on the VPS application to view the current CSID, type in 'show' and press enter


C:\Program Files\Telephone\Recorder\bin\vps.exe
SB>show ?
SB>
System 0
(100) SignallingMode = 0 (0 - passive, 1 - active, 2 - L1 trans', 3 - L2 tarns').
(101) AudioMode = 0 (0 - passive, 1 - active).
(102) InterfaceType = 2 (1 - BRI, 2 - PRI).
(103) IsdnProtocol = 1 (1 - DSS1, 3 - N1 & N2, 5 - 5ESS, 7 - JA, 9 - VNx, 11 - AUSTEL, 13 - QSig).
(104) EncodingType = 1 (1 - ALaw, 2 - uLaw).
(105) Watchdog = 1 (0 - off, 1 - on).
(106) CSID = 11
HW 0
[120] HardawreRev = 30
[121] FirmwareRev = 20
PRI 0
(140) LineMode = 1 (1 - E1, 2 - T1, 3 - J1).
(141) MonitorGain (db) = 1 (0 - 0db, 1 - 22db).
(142) CRC4 = 1 (0 - CRC4 is OFF, 1 - CRC4 is ON).
(143) Receive Impedance = 0 (0 - Internal, 1 - External).
BRI 0

5. Scroll up in the Windows looking under the system information and look at the line starting 106. The value to the right is the current CSID.
6. To change the CSID, type "set 106 *n*' where n is the ID you wish to assign to the unit.
7. Type 'store' to save the new CSID in the unit.
8. In order for the new ID to become active, the unit has to be rebooted. To reboot the unit either type reset and press enter or re-power the unit.
9. While the unit powers up again, reconnect the 'In' and 'Out' sockets on the front of the call recording unit.
10. Repeat this procedure for each call recording unit that you need to configure.
11. When finished, plug in all the units and double click the 'Start Service' shortcut in the 'BIN' folder.

Multiple PRI Units

A maximum of 4 PRI units can be installed with MCCR. Each unit must be given a unique CSID's from 0-3. This example assumes the PBX has 4 primary rate cards installed with the trunk numbers running sequentially from 1-120

SV8100 Trunk	Unit ID	Port	Channel
1	0	0	0
2	0	1	1
3	0	2	2
4	0	3	3
5	0	4	4
6	0	5	5
7	0	6	6
8	0	7	7
9	0	8	8
10	0	9	9
11	0	10	10
12	0	11	11
13	0	12	12
14	0	13	13
15	0	14	14
16	0	15	15
17	0	16	16
18	0	17	17
19	0	18	18
20	0	19	19
21	0	20	20
22	0	21	21
23	0	22	22
24	0	23	23
25	0	24	24
26	0	25	25
27	0	26	26
28	0	27	27
29	0	28	28
30	0	29	29
31	1	0	0
32	1	1	1
33	1	2	2
34	1	3	3
35	1	4	4
36	1	5	5
37	1	6	6
38	1	7	7
39	1	8	8
40	1	9	9
41	1	10	10
42	1	11	11
43	1	12	12
44	1	13	13
45	1	14	14
46	1	15	15
47	1	16	16
48	1	17	17
49	1	18	18
50	1	19	19

51	1	20	20
52	1	21	21
53	1	22	22
54	1	23	23
55	1	24	24
56	1	25	25
57	1	26	26
58	1	27	27
59	1	28	28
60	1	29	29
61	2	0	0
62	2	1	1
63	2	2	2
64	2	3	3
65	2	4	4
66	2	5	5
67	2	6	6
68	2	7	7
69	2	8	8
70	2	9	9
71	2	10	10
72	2	11	11
73	2	12	12
74	2	13	13
75	2	14	14
76	2	15	15
77	2	16	16
78	2	17	17
79	2	18	18
80	2	19	19
81	2	20	20
82	2	21	21
83	2	22	22
84	2	23	23
85	2	24	24
86	2	25	25
87	2	26	26
88	2	27	27
89	2	28	28
90	2	29	29
91	3	0	0
92	3	1	1
93	3	2	2
94	3	3	3
95	3	4	4
96	3	5	5
97	3	6	6
98	3	7	7
99	3	8	8
100	3	9	9
101	3	10	10
102	3	11	11
103	3	12	12
104	3	13	13
105	3	14	14
106	3	15	15
107	3	16	16
108	3	17	17

109	3	18	18
110	3	19	19
111	3	20	20
112	3	21	21
113	3	22	22
114	3	23	23
115	3	24	24
116	3	25	25
117	3	26	26
118	3	27	27
119	3	28	28
120	3	29	29

Multiple Analogue / BRI Units

A maximum of 6 BRI or 6 Analogue units can be installed with MCCR. Each unit must be given a unique CSID's from 0-5. This example is for the first 3 units and it assumes that the trunk numbers running sequentially from 1-24.

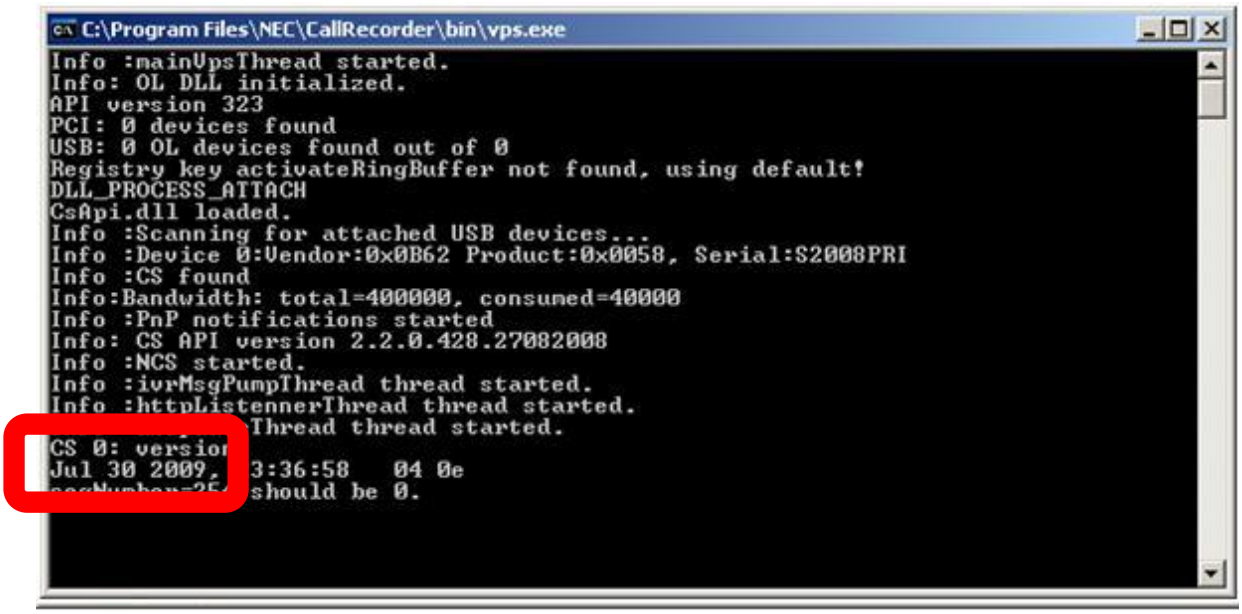
SV8100 Trunk	Unit ID	Port	Channel
1	0	0	0
2	0	1	1
3	0	2	2
4	0	3	3
5	0	4	4
6	0	5	5
7	0	6	6
8	0	7	7
9	1	0	0
10	1	1	1
11	1	2	2
12	1	3	3
13	1	4	4
14	1	5	5
15	1	6	6
16	1	7	7
17	2	0	0
18	2	1	1
19	2	2	2
20	2	3	3
21	2	4	4
22	2	5	5
23	2	6	6
24	2	7	7

Firmware on the Call Recording Box

Sense Version 2.4.1 and above requires the firmware 2.4.1 dated June 2010 to be installed on the call recording unit. If the firmware on the box is older than 2.4.1 / June 2010 then it can be upgraded.

Checking The Firmware Version

To establish what firmware a recorder is running, on the call recording server the locate the \bin folder and double click the 'Stop Service' icon a black window will appear and then close down. Now double click the vps.exe icon, a black window will appear and the firmware version is displayed in the lower section of the vps window. If the date is older than Jun 11 2010 then the firmware on the box should be upgraded.

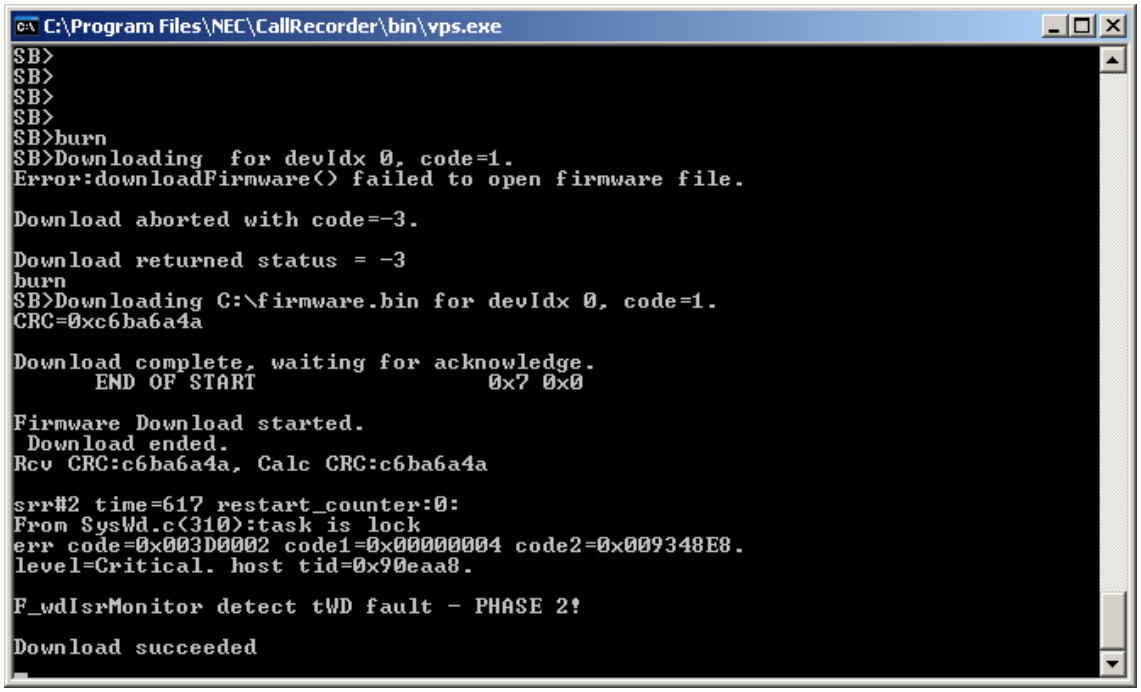


If the firmware version is from any date in 2008, then it's not possible to upgrade the firmware on the box and it should be returned to NEC using the normal returns procedure. A replacement box will be made available that will have the 2.4.1 / June 11 2010 firmware already installed.

If there are multiple units attached to a PC then the firmware version for each box should be checked individually. To select a box, type 'SDD 0' to select the first box detected by the PC, you will see a confirmation in the lower section of the vps window that you are on box 0. To view the firmware version on the box, type 'reset' and press enter, the box will restart and the firmware version will be displayed.
To switch to the next box, type 'SDD 1' the box can be restarted in the same way to see the firmware version running on the box. The SDD number can be incremented by 1 each time to check the firmware version on each box connected to the PC. On a PC with 4 call recorders connected to it, the firmware would have to be checked for SDD 0, SDD 1, SDD 2 and SDD 3.

Upgrading the Firmware

To upgrade the firmware where you have a single call recording unit, there should be a file called firmware.bin in c:\ on the PC running the call recording software. When the sense software is unzipped there a copy of the firmware file in the c:\sense2.4.1 folder, the file is called firmware2.4.1.110610.bin, this should be renamed to firmware.bin and copied to c:\ . When the firmware file is correctly named and in c:\, then type 'burn' in the vps window. The upgrade will now commence and takes around 1 minute, once completed, you will see 'Download succeeded' in the vps window.



Once you see the Download Succeeded message type 'reset' and press enter to reset the box. As the box boots up, you will see the new firmware version displayed in the vps window. If you have multiple boxes each box has to be upgraded in turn. To select the first box, type SDD 0 and upgrade the firmware as above. Once upgraded, select the next box by typing 'SDD 1' and carry out the upgrade procedure. Repeat this for each box by incrementing the SDD for each box a required.

Once all boxes have been upgraded, double click the start service icon from the \bin folder

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